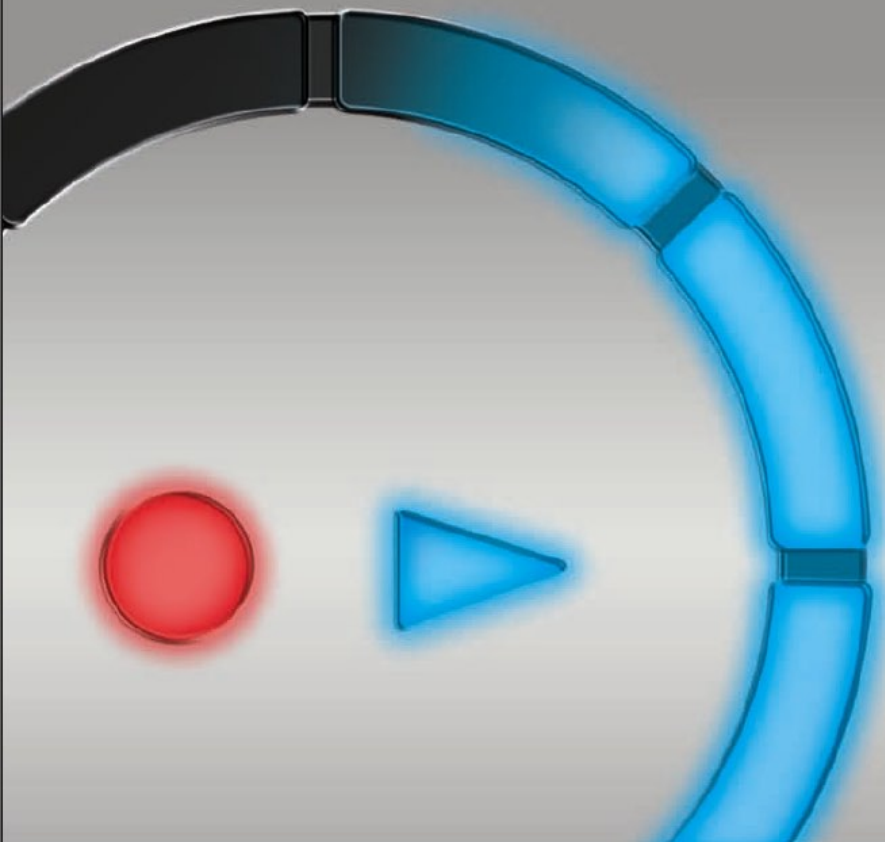
using Sky+ HD



WELCOME TO THE WORLD OF SKY+ HD

This is your essential guide to using your Sky+ HD box

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FOR YOUR SAFETY

Using equipment safely

Your Sky+ HD box has been manufactured to meet international safety standards, but you must take care if you want it to perform properly and safely. You must have your Sky digital satellite system installed by a qualified satellite-TV installer.

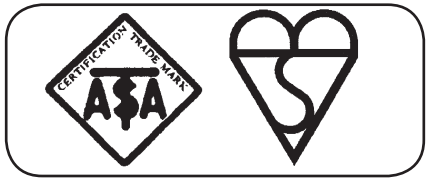
It is important that you read this booklet completely, especially the safety instructions below. If you have any doubts about the installation, operation or safety of your Sky+ HD box, please contact Sky or your dealer.

Warnings and cautions

- Remember that contact with 230V AC mains can be lethal or can cause a severe electric shock. To avoid this risk:
  - Never remove the top cover of your Sky+ HD box. There are no user-serviceable parts inside, but there are some high-voltage live parts. On the rear panel of your Sky+ HD box there is a tamper-evident label that states 'Warranty void if broken or removed'.
  - Do not attempt to repair your Sky+ HD box. Instead, please contact Sky Customer Service on the number provided in the Terms & Conditions.
  - Never attempt to move or repair your satellite dish or low noise block.
  - If you move your Sky+ HD box between locations at different temperatures, allow it to reach room temperature before you apply power to it.
  - Make sure that all electrical connections are properly made.
  - Do not connect any of your equipment (Sky+ HD box, TV, video etc.) to the mains supply until you have properly connected all the other leads.
  - Disconnect your Sky+ HD box from the mains supply before you disconnect any other equipment from its rear panel.
    Never push anything into holes, slots or other openings in the casing (except the viewing card / interactive card into their respective slots).
- Your Sky+ HD box is intended for use in moderate climates. Do not use or store your Sky+ HD box in hot, cold, damp or dusty places.
- In order to ensure a free flow of air around your Sky+ HD box, allow at least 10 cm of space above and on all sides (especially between your Sky+ HD box and your TV). Do not cover any ventilation slots.
- Ensure the ventilation slots do not become impeded with items such as newspapers, tablecloths and curtains or similar items.
- Do not place your Sky+ HD box close to sources of heat such as a heater or direct sunlight. The maximum temperature should not exceed 45˚C.
- Do not place your Sky+ HD box in an enclosed cabinet with more than one other piece of audio/video equipment e.g. VCR or DVD.
- Do not put anything on your Sky+ HD box which might drip or spill into it. Never stand objects filled with liquids, such as vases, on top.
- Never place naked flame sources, such as lighted candles, on or adjacent to your Sky+ HD box.
- To avoid possible damage to the internal hard disk, do not pick up or otherwise move your Sky+ HD box while it's connected to the mains supply. If you want to move your Sky+ HD box, first switch it to standby using the remote control or front-panel button then wait at least 60 seconds before disconnecting it. Wait another 30 seconds before continuing. You should handle your Sky+ HD box carefully as any damage you cause to the internal hard disk (or any other component) will invalidate your warranty.

Electrical information

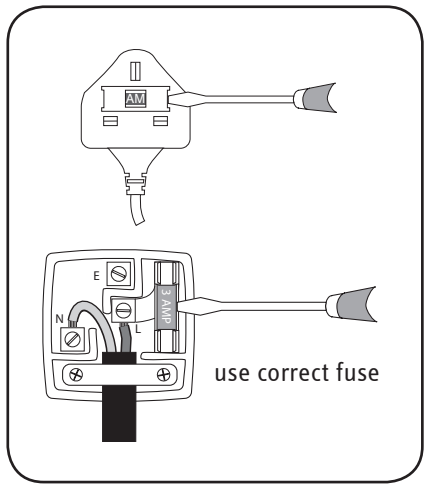
Mains plug and its fuse



The supplied mains plug may be a non-rewireable type or a rewireable type. Both types contain an approved 3A fuse. If you need to replace the fuse, use an ASTA- or BSI-approved BS 1362 fuse, rated at 3A and marked with either of these symbols.

Non-rewireable plugs have the fuse beneath a fuse cover on the plug face. Use a screwdriver to lever off the fuse cover, replace the fuse with a new one and refit its cover. Never use a plug if its fuse cover is missing.

Rewireable plugs have the fuse inside. Use a screwdriver to remove the plug's back cover, then lever out the fuse and replace it with a new one. Replace the plug's back cover.



If the supplied mains plug is not suitable for your mains socket-outlet, remove its fuse and then cut the plug off the lead. Destroy the severed plug immediately to avoid the shock hazard which would exist if this were to be plugged into a mains socket. Do not attempt to repair or modify the mains lead or plug. Fit an appropriate mains plug on the lead. If this plug contains a fuse, it should be as described above. If you are using a non-fused plug, an external fuse must not exceed 5A.

Connecting to the mains supply

Your Sky+ HD box operates with 230V AC, 50 Hz mains supply. Do not connect it to a DC power supply.
On some models, the supplied mains lead has a 2-way connector at one end and a mains plug at the other. Insert the 2-way connector into your Sky+ HD box before you insert the plug into the mains supply.
The only way to disconnect your Sky+ HD box from the mains is to take the plug out of the socket. Your Sky+ HD box must therefore be installed near the mains socket outlet, which should be easily accessible.

If you are in any doubt about anything relating to the mains supply, consult a competent electrician.

BACK TO BASICS

The Sky installer should have shown you the basics of how to use your Sky equipment. Here's a reminder of what you need to enjoy the channels and features on offer.

Your Sky+ HD remote control

Sky • set your remote to control your Sky+ HD box

tv • set your remote to control your TV

box office • show Box Office programmes

tv guide • check out TV listings

mute • turn your TV's sound on and off

vol + and - • change your TV's volume

arrows • use when watching TV to see what's on other channels or to highlight on-screen options

text • switch to text mode

play/pause • play/pause a recording or pause live TV

rewind • rewind a recording or live TV

R • record a programme

colours • use to select a variety of on-screen options

standby • turn your Sky+ HD box (or TV) on and off

services • set up a range of features including parental controls, subtitles and favourite channels

interactive • press for interactive services

i • find out more about a programme

ch + and - • change the channel

select • confirm a menu option

back up • jump back to previous page

help • turn on subtitles/audio description or show help on using Sky Guide

fast forward • fast forward a recording

stop • stop playback of a recording

numbers • enter channel numbers or select menu options

0 / speaker • press before entering a radio channel number

Your Sky+ HD box*

rewind • rewind a recording or live TV

stop • stop playing back a recording

record • record a programme

play • play a recording

pause • pause a recording or live TV

fast forward • fast forward a recording

remote command light • red when receiving a command from the remote control

recording/playback indicator • lights when your Sky+ HD box is recording or playing back programmes

message light • yellow when there's a message waiting

online light • green when online (using phone line)

interactive card slot • insert your interactive card here when using interactive services and only when an instruction to do so appears on-screen

back up • jump back to previous page

i • find out more about a programme

tv guide • check out TV listings

arrows • use when watching TV to see what's on other channels or to highlight on-screen options

select • confirm a menu option

standby • turn your Sky+ HD box on or off

Sky viewing card slot • lift the flap and insert your viewing card here

*** Your model's configuration may vary from the illustration shown. Sky is not responsible for the manufacture of your Sky+ HD box. For your manufacturer's details, see the back cover of this guide.**

About your Sky+ HD box

With your Sky+ HD box, a compatible HD Ready TV and the relevant subscriptions you can enjoy fantastic Sky entertainment in glorious high definition.

Your Sky+ HD box gets HD information from the satellite through the minidish, it then decodes the information and sends it to your TV.

With a Sky+ subscription, your Sky+ HD box is a video recorder and satellite receiver in one. It also has two inputs from the satellite dish, which means you can watch one programme while recording another.

What is HD?

HD (high definition) is a revolution in TV picture quality, with clearer images, more vibrant colours and deeper details.

Sky HD packs up to four times as much picture detail as normal TV. See every blade of grass and every bead of sweat - all in lush colour against vivid backgrounds.

Sky brings you the largest HD service in Europe, with over 6,500 hours of HD entertainment a month, across movies, sport, drama and documentaries.

The Sky+ HD box comes with all the Sky+ features when you have the appropriate subscriptions and has a personal storage space of 160GB. That's up to double the storage of a current Sky+ box. Plus it includes the Remote Record feature, so you can set recordings from your mobile or online via sky.com.

To discover what's on in HD go to *TV Guide* and select *HD Channels* or visit sky.com/hd. Check out our **HD jargon-buster** on page 85.

What you need to enjoy Sky HD services

To truly experience Sky HD with your Sky+ HD box, you need a compatible HD Ready TV, a Sky digital subscription and a Sky HD subscription.

Your Sky+ HD box is designed to work with TVs that carry the HD Ready logo. You can use a TV without the HD Ready logo as long as it has these technical features:

- The screen must have a minimum native resolution of 720 lines in wide aspect ratio.
- The screen must be able to receive high definition pictures by either a DVI (with HDCP) or an HDMI port (with HDCP).
- The TV must be able to display both 1080i/25 and 720p/50.

For more details about your TV, contact the manufacturer or your retailer. To find out more about HD equipment in general, visit www.sky.com/hd.

Keeping you up-to-date

As we make improvements and create new features, we update the software you see on-screen by sending it via the satellite. We'll let you know about these new features as soon as they're available.

Sky broadcasts over 6,500 hours of HD entertainment a month, and we're adding more all the time.

To discover what's on in HD go to *TV Guide* and select *HD Channels* or visit sky.com/hd. Check out **Seeing what's on the HD channels** on page 19.

What can you do with your Sky+ and your Sky HD subscription

With your Sky+ HD box and the relevant Sky subscriptions, you can enjoy all the features and benefits of Sky+. Store and play back hours of entertainment without videos or DVDs. You can record two different channels at the same time, put live TV on 'pause' and record an entire series at the touch of a button. Plus you can store up to 30 hours of HD programmes or up to 80 hours of standard definition programmes – that's up to double the storage of a current Sky+ box.

To subscribe to Sky HD, call the number(s) found under *Services* > *Telephone Numbers*.

You can change the settings for the Sky+ service by going to *Services* > *Sky+ Setup*.
These settings are described in detail in this guide.

Your viewing card

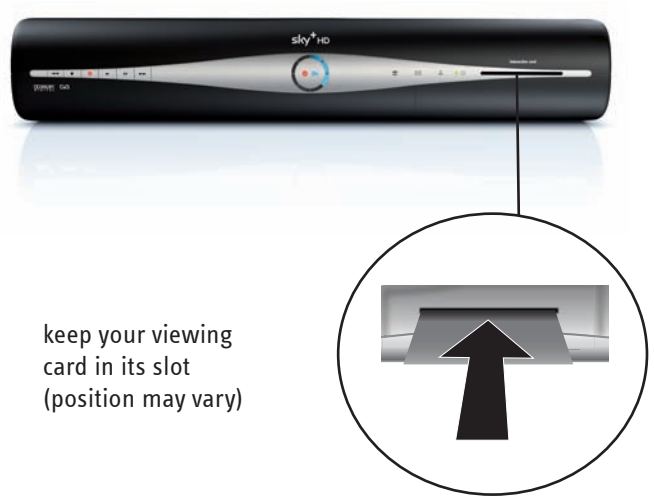
Your viewing card needs to stay in your Sky+ HD box at all times so you can view all the Sky TV channels you're entitled to.

The viewing card slot is under the flap on the front of your Sky+ HD box.

There's no need to remove the viewing card unless it's faulty or has expired.

Please remember these cautions:

- Don't remove or re-insert the viewing card unnecessarily.
- Don't bend the viewing card.
- Keep the card away from heat and sunlight.
- Keep the card dry. Never clean it with fluids - use a soft dry cloth.
- Keep the card away from small children and pets.



keep your viewing card in its slot (position may vary)

Your Sky+ HD remote control and your TV

Your Sky+ HD remote control can work with both your Sky+ HD box and your TV.

Press **tv** on the remote control to switch control from the Sky+ HD box to the TV.

Press **Sky** to go back to controlling the Sky+ HD box.

The Sky installer should have already set up the remote control for you. If you leave your remote control without batteries for longer than 10 minutes or if you have a new TV, you need to reset the remote control to work with your TV. See **Resetting your remote control** (page 61) for details.

GETTING STARTED

Turning your Sky+ HD box on and off

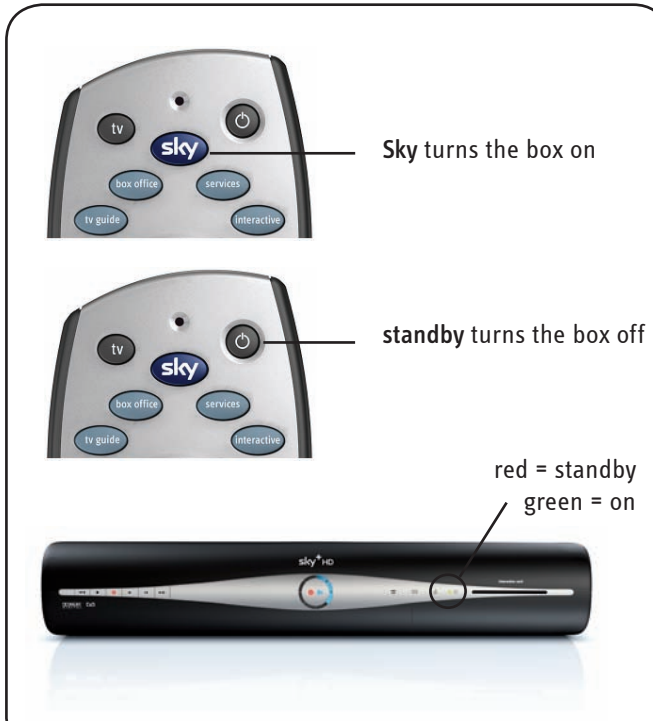
Press the **Sky** key on your Sky+ HD remote control to turn the box on, and wait for a few moments for it to start up.

To turn your Sky+ HD box off, press the **standby** key on your remote control.

The standby light on the front panel is red when your Sky+ HD box is plugged into the mains but turned off. The light is green when your Sky+ HD box is on.

To save power and money, please put your Sky+ HD box into standby mode when you're not using it.

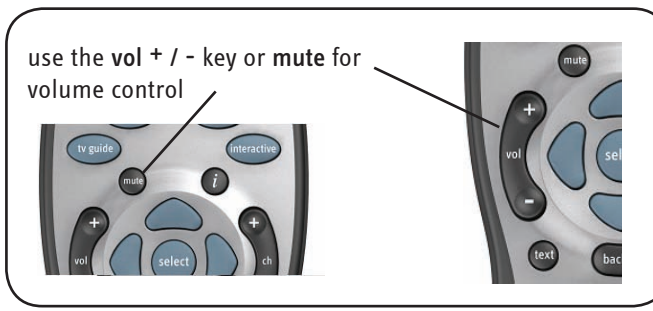
See **Saving energy with Auto Standby** (page 69) to read about your Sky+ HD box's automatic energy-saving mode.



Changing the volume

Use the remote control's **vol +/-** key to change the volume of your TV.

You can turn the volume off altogether by pressing the **mute** key.



Changing channels

To go through the channels one at a time, press the **channel +/-** key on your remote control and wait for the channel to change.

To jump straight to a certain channel, use the number keys to enter the channel number. For example, enter the sequence **5**-**0**-**1** for Sky News. If you don't know the number, press **tv guide** on your remote control, select *All Channels* and look up the channel in the list.

See the chapter **Seeing what's on** (page 17) to see how you can change channels from the full screen listings such as *TV Guide*.

When you change channels, the Search & Scan banner appears.

change channels
one at a time with **ch +/-**

or by channel number
with the number keys

Using the Search & Scan banner

The Search & Scan banner helps you see what's on now and later, change channels, set reminders and record programmes (if you have a Sky+ subscription), all without interrupting what you're watching.

Press the up/down arrow or **select** to show the Search & Scan banner.

When you see the banner, press the up/down arrow to see what's on other channels.

Press the left/right arrow to see what's on earlier and later today on the channel.

- If you see a programme on now that you want to watch, press **select**.
- If you see a programme you want to watch and it is on later, press **select** to set a reminder.
  See **Setting reminders for programmes** (page 23).
- If you see a programme you want to record, press **record**.
  See **Recording with Sky+** (page 27).

Press **back up** to remove the banner.

TAKING CONTROL

You're in control with Sky Guide

You control what you watch on your Sky+ HD box by browsing the on-screen Sky Guide using your remote control.

Sky Guide lets you:

- see what's on for the next 7 days
- check out your HD channels
- set reminders and recordings
- set up and see your favourite channels
- order Box Office movies, sports and events
- use a range of interactive services
- set viewing restrictions and a spending limit
- change Sky+ HD box and Sky+ service settings

To get into one of the four main Sky Guide screens, press its key on the remote control, for example **tv guide**.

To select an option you can press the appropriate number, for example, press **1** for *All Channels*. Otherwise, press the down arrow so the yellow highlight is on the option you want, then press **select**.

press the remote control key for the Sky Guide area you want

press the option number or use the arrows to move the highlight and press **select**

Using colour keys for more options

Colour options along the bottom of Sky Guide screens give you more choices. Simply press the corresponding colour on your remote control.

When you're watching a programme, the colour keys can do different things:

red	Shows you the interactive screens for that programme, if available.
green	Sets a reminder or recording for a promoted programme, if available.
yellow	Shows the *Message Alert* screen.
blue	Shows what's on your preset favourite channels. See **Managing your favourite channels** (page 54) for details.

use colour keys for on-screen options

SEEING WHAT'S ON

Quick glance at what's on with Search & Scan

With Sky Guide, you don't have to change channels to see what else is on.

When you're watching a programme, press **select** or the up/down arrow on the remote control. The on-screen Search & Scan banner appears.

- To see what's on the same channel later today, use the left/right arrow.
- To see what's on a different channel, use the up/down arrow then left/right to check different times.

Complete overview of what's on with TV Guide

To see the entire list of programmes and channels, press **tv guide.**
The *TV Guide* menu appears, giving you a choice of categories.

Press the down arrow or **0** for *More* to see the next screen of categories.

Highlight the type of programme you're in the mood for and press **select.**

All Channels gives you the entire list of channels.

Finding a specific channel

TV Guide screens list channels by channel number.

- If you know the number of the channel, you can enter it using the number keys.
- Go down a page at a time by pressing **channel -** or the **green** key.
- To see programmes on later, use the right arrow.
- Use the **yellow** (*+24 Hours*) and **blue** (*-24 Hours*) keys to see what's on up to 7 days in advance.
- If you can't see the whole title of a programme, press the ***i*** key.
- When you see a programme you want to watch, highlight it and press **select**.
  If it's on now, Sky Guide tunes to the channel.
  If it's on later, Sky Guide sets a reminder.
- To record a programme now or later, press **record**.

Seeing what's on your favourite channels

Once you've marked channels as your favourites, you can choose to see listings just for those channels.

From the *TV Guide* menu, press the **blue** key (*Favourites*).

The *Favourite Channels* screen appears where you can check what's on as in other listing screens.

See **Managing your favourite channels** (page 54) to set up your favourites.

Seeing what's on the HD channels

In Search & Scan and general listings, you can spot HD channels easily as they have the letters *HD* after the channel name.

To see listings for HD channels only, go to *TV Guide* and select *HD Channels*.

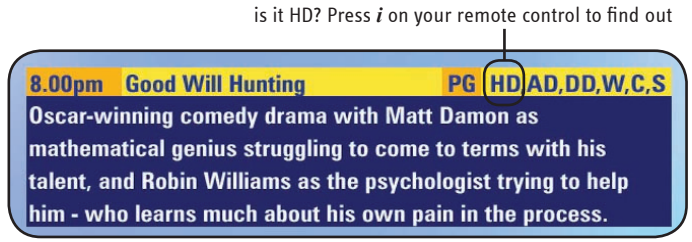
The HD Channels screen appears where you can check what's on as in other listing screens.

Identifying HD programmes

To see if the programme you are watching is in HD format, simply press ***i*** on your remote control. Alternatively, highlight the programme in any *TV Guide* listing, and then press ***i***. If you see the letters *HD* in the information banner, it's an HD programme (i.e. a programme that is broadcast in high definition).

For more on the information banner, see **Finding out more about a programme** (page 21).

All programmes available on the HD channels are broadcast in HD format.


is it HD? Press i on your remote control to find out
8.00pm Good Will Hunting PG HD AD,DD,W,C,S
Oscar-winning comedy drama with Matt Damon as mathematical genius struggling to come to terms with his talent, and Robin Williams as the psychologist trying to help him - who learns much about his own pain in the process.

Finding a specific programme

If it's a certain programme you're looking for, press the **yellow** key (*Search A-Z*) from the *TV Guide* menu, then choose the type of programme you're in the mood for.

A-Z screens list programmes in alphabetical order.

- To find the programme you want, jump to the first letter of the title by using the letters on the number keys. As you would write a text message on your mobile phone, press the key once for the first letter shown, twice for the second letter and so on.
- If you can't see the whole title or if you want to see more information on the programme, press the ***i*** key.
- When you see a programme you want to watch, highlight it and press **select**.
  If it's on now, Sky Guide tunes to the channel.
  If it's on later, Sky Guide sets a reminder.
- To record a programme now or later, press **record**.
- If a programme is on the same channel at different times, you may only see the programme appear once. After you select the programme you can then choose what time you want to watch or record it.

sky guide
2.05pm Mon 22 Jul
ALL PROGRAMMES A-Z
Aangan 5.30pm 808 Zee TV
Aap Ki Farmaish Tue 6.00am 808 Zee TV
Aap Ki Show 7.10pm 802 Sony TV Asia
Aashiana 9.00am 808 Zee TV
Abbott & Costello 3.30am 127 Paramount
AC/DC: Behind The.. 10.00pm 445 VH1
Across the Line - t.. 10.00pm 139 Sky Travel
Act of Violence PG 9.00pm 327 TCM
Address Unknown PG Tue 3.00pm 311 Sky Cinema 2
The Addams Family 2.30pm 603 Boomerang
Page Up
Page Down
Press SELECT to set reminder, R to record

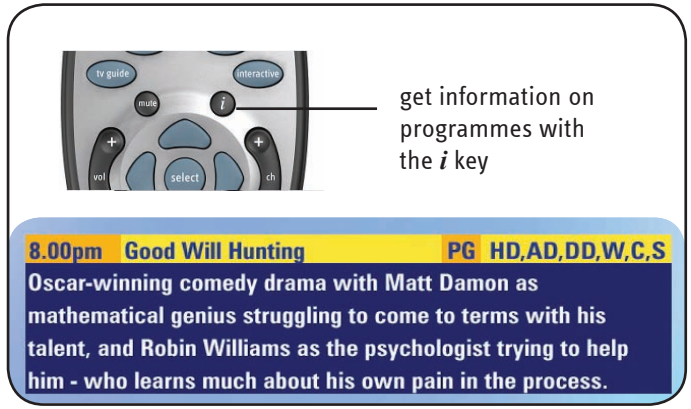
See **Setting reminders for programmes** (page 23) and **Recording with Sky+** (page 27).
To see where your reminders and recordings are stored, see **Using your Planner** (page 24).

Finding out more about a programme

You can find out more about a programme with ***i*** on the remote control.

Press ***i*** when you're watching something, when the Search & Scan banner is on-screen, or when a programme is highlighted in the other listings such as *TV Guide*.

The information banner appears with everything you need to know about the programme.


tv guide
interactive
mute
i
vol
select
ch
get information on programmes with the i key
8.00pm Good Will Hunting PG HD,AD,DD,W,C,S
Oscar-winning comedy drama with Matt Damon as mathematical genius struggling to come to terms with his talent, and Robin Williams as the psychologist trying to help him - who learns much about his own pain in the process.

Press **back up** to remove the information banner.

Codes used in the information banner

Rating codes

U Universal, suitable for all audiences including young children.

PG Parental guidance is recommended. Some discretion may need to be applied as to the suitability of the film for younger or impressionable children.

12 Suitable for viewers aged 12 years or over. More mature themes or language make the film unsuitable viewing for young children.

15 Suitable for viewers aged 15 years or over. May contain stronger language.

18 Suitable only for adult viewers aged 18 or over.

See **Having more control over kids' viewing** (page 49) to see how to restrict rated programmes.

Content codes

s Sex or nudity.

l Strong language.

v Violent scenes.

m Material which is intended for a mature audience.

Letter codes

HD This is a **High Definition** programme. HD programmes are shown in widescreen.

C This programme is **copy-protected** and may not play back correctly if you try to record it.

DS You can hear this programme in **surround sound** if your TV/home cinema system is compatible.

DD You can hear this programme in **Dolby® Digital 5.1 audio** if your TV/sound system is compatible. See **Switching on Dolby® Digital audio** (page 67) for more details.

AD You can choose to play an **audio description** over this programme; a narrative soundtrack for the partially sighted. See **Watching TV with subtitles or audio description** (page 55).

S You can turn **subtitles** on for this programme. See **Watching TV with subtitles or audio description** (page 55).

W This programme is shown in **widescreen**. For HD programmes, this code won't be shown although all HD programmes are shown in widescreen (the image above is for illustration purposes only).

Finding and listening to radio channels

You can switch to radio channels in the same way as TV channels:

1 Use the up/down arrow to browse through the channels shown in the Search & Scan banner.
Radio channels appear with a speaker symbol next to them.

2 Press **select** when you see the radio channel you want to listen to.

You can see the entire list of radio channels as follows:

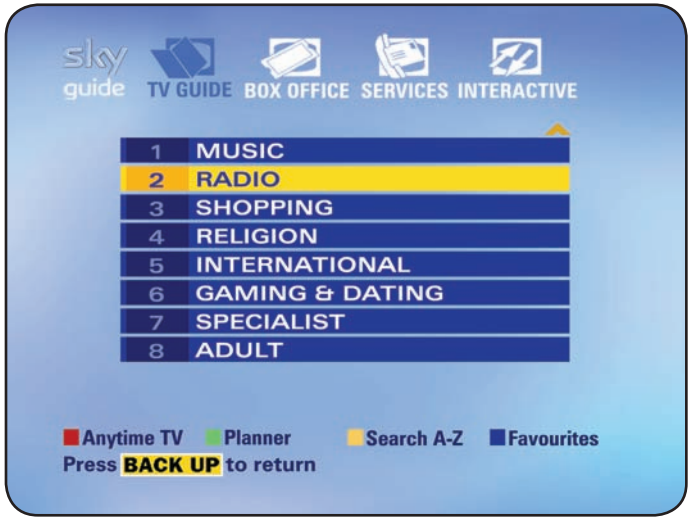
1 Press **tv guide** and select *More* from the *TV Guide* menu or scroll down to the next page.

2 Select *Radio* to see the list of radio channels.

3 Highlight the radio channel you want to listen to and press **select**.

To switch to a radio channel by keying in the number, remember that radio channel numbers have four digits, usually beginning with 0.

See **Recording radio channels** (page 32) to see how to set up a recording.



SETTING REMINDERS FOR PROGRAMMES

If you want to watch a TV programme that's on later, Sky Guide can remind you when it's about to start.

When you see a listed TV programme you want to watch, simply highlight it and press **select**.

- In the Search & Scan banner, a reminder symbol appears next to the programme title.
- From full-screen listings such as *TV Guide*, your Planner appears, showing your entire list of selected programmes.
  See **Using your Planner** (page 24) for details.

If you see a promotional advert for future programme(s) and you see the green *set reminder* option, you can set up a reminder for that programme or series of programmes. Press the **green** key before the end of the advert and follow the instructions on-screen.

One minute before the programme starts, the reminder message appears.

- Press **select** to tune to the programme.
- Press **record** to start recording the programme.
- Press **back up** to carry on with what you were watching.

When reminders clash

If you try to set a reminder for a programme and it clashes with a previous one, Sky Guide asks you what you want to do.

- Press **select** to be reminded about both programmes.
- Press **back up** to cancel the latest selection.

the reminder symbol appears next to the programme in Search & Scan and in your Planner

Sky+ Reminder
9.59pm Tue 23 Jul
This programme is about to start
Mission Impossible
10.00pm SkyMovies HD1
Press SELECT to view or R to record

the reminder message shows 1 minute before the start

If broadcasters change their schedule by less than 6 hours, your reminders are automatically updated.

USING YOUR PLANNER

Your Planner gives a clear overview of what you've chosen as recordings and reminders, as well as the status of each programme. When it comes to playing back your recordings, this is your starting point.

To get to your Planner, go to the *TV Guide* menu and press the **green** key (*Planner*).

To show the time of a recording and the disk space used, highlight the recording in the list and press the ***i*** key.

sky guide 2.05pm Tue 23 Jul
SKY+ PLANNER
Free 33%
Single Girls RECORDED Sky One
Live Cricket RECORDED Sky Sports HD2
Mona the Vampire VIEWED Nickelodeon
EastEnders RECORDED BBC 1 London
Over The Hedge U RECORDED Sky Screen1 HD
The Gene Hunters RECORDED Nat Geo HD
Frasier VIEWED Paramount
Hollyoaks VIEWED Channel 4 HD
The Simpsons Sat 8.00pm Sky One
Andromedea Tues 7.00pm Sky One HD
Copy
Series Link
Delete
Keep
Press R to cancel recording or BACK UP to return

Recording status

You can check the status of your recordings in your Planner;

RECORDING	The programme is being recorded.
RECORDED	The programme was successfully recorded.
PART RECORDED /FAILED	To see why all or part of the recording failed, press the ***i*** key.
CLASHED	There were two programmes set for recording at the same time, which caused the recording to fail.
VIEWED	You've played back the recorded programme.
COPY	You've selected the programme to be copied to your video or DVD. See **Copying recordings to video/DVD** (page 41).

Reminder – a reminder is displayed just before the programme starts.
See **Setting reminders for programmes** (page 23).

Record – the programme is set for recording.
See **Recording with Sky+** (page 27).

Managing your reminders and recordings in your Planner

You can do more with your chosen programmes by using the colour keys in your Planner.

There are 8 colour options in total with 4 shown at a time. Use the left/right arrow to show the next 4 options.

The first set of options are as follows:

red *Copy* copies recorded programmes to your video/DVD recorder. See **Copying programmes to video/DVD** (page 41).

green *Series Link* links programmes that are part of the same series. See **Linking series in your Planner** (page 26).

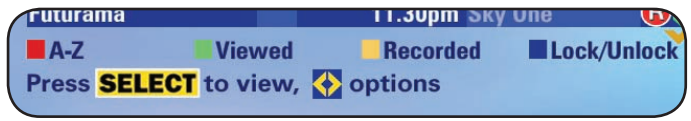
yellow *Delete* removes the programme from Planner.

blue *Keep* protects the recording from being deleted without confirmation. See **Avoiding recordings from being deleted** (page 29).

linked programmes are marked with the Series Link symbol

kept programmes are marked with the Keep symbol

Use the left/right arrow to show the next 4 options:



red *A-Z* lists your chosen programmes alphabetically.

green *Viewed* lists recordings that you have watched, either in full or in part.

yellow *Recorded* lists programmes that have been recorded successfully.

blue *Lock/Unlock* prevents recordings from being played back without a PIN. See **Having more control over kids' viewing** (page 49) for details on using a PIN.

locked programmes are marked with a Padlock symbol

The Keep and Padlock symbols can appear together if you have chosen *PIN protect Kept programmes* in the *Parental Control* screens. See **Having more control over kids' viewing** (page 49) for details.

Linking series in your Planner

Programmes that are part of a series and shown by the same broadcaster can be linked so you can automatically record or get reminders for the entire series.

Set a series link as follows:

1 Go to the *TV Guide* menu and press the **green** key (*Planner*).

2 Highlight a programme you've set a recording or reminder for. If it's part of a series, the green option (*Series Link*) appears at the bottom of the screen.

3 If you see the green option, press the **green** key. The **Series Link** symbol appears next to the programme.

If you've set a reminder for the programme, you now get a reminder before each episode.

If you've marked the programme for recording, your Sky+ HD box is now set to record every episode of that series.

sky guide 2.05pm Tue 23 Jul
SKY+ PLANNER
Free 33%
Single Girls RECORDED Sky One
Live Cricket RECORDED Sky Sports HD2
Mona the Vampire VIEWED Nickelodeon
EastEnders RECORDED BBC 1 London
Over The Hedge U RECORDED Sky Screen1 HD
The Gene Hunters RECORDED Nat Geo HD
Frasier VIEWED Paramount
Hollyoaks VIEWED Channel 4 HD
The Simpsons Sat 8.00pm Sky One
Andromedea Tues 7.00pm Sky One HD
Copy
Series Link
Delete
Keep
Press R to cancel recording or BACK UP to return
press green to set the series link

RECORDING WITH SKY+

With the Sky+ service you can record up to two programmes at the same time on your Sky+ HD box. All Sky+ features are available on your Sky+ HD box with the relevant subscriptions.

Recording without interrupting what you're watching

When you're watching a programme and decide you want to record it, simply press **record** on your remote control.

If you want to record something on later and/or on another channel, use the Search & Scan banner. When you see the programme you want, press **record**.

Programmes being recorded or set for later recording are marked in the Search & Scan banner with the **Record** symbol next to the title.

Recording from TV Guide or Box Office listings

If you see a programme you want to record in *TV Guide* or *Box Office* listings, highlight it and press **record**.
Sky Guide takes you straight to your Planner, showing the new recording added to the list.

Recording from anywhere you go

You can set your Sky+ HD box to record from anywhere you go. Remote Record is a feature which lets you set your Sky+ quickly and easily using your mobile phone or online via sky.com.
To find out more go to www.sky.com/remoterecord

Recording an entire series

Programmes that are part of a series and shown by the same broadcaster can be linked so you can automatically record or get reminders for the entire series. See **Linking Series in your Planner** (page 26) for details.

when watching TV, use the banner and press **record** when you see the programme you want

Recording a promoted programme

If you see a promotional advert for future programme(s) and you see the green *set reminder* option, you can set up a recording for that programme or series. Press the **green** key before the end of the advert to first set up a reminder, then follow the instructions on-screen to record the programme.

When recordings clash

Remember Sky+ can only record two programmes at the same time.

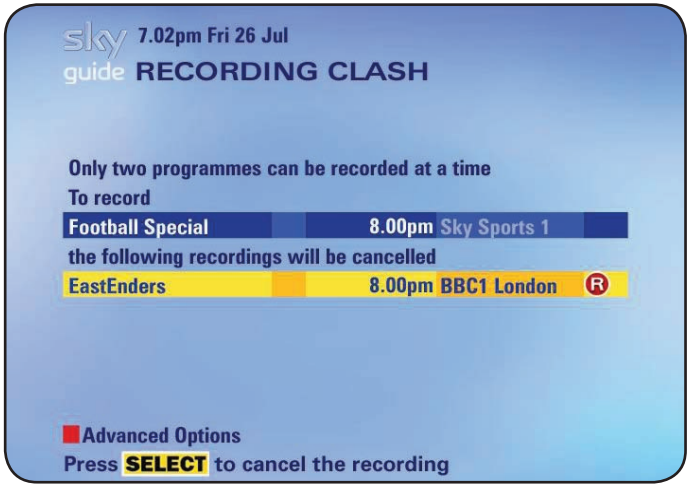
If you try to select a programme for recording and it clashes with others in your Planner, you have to choose which recordings to keep.

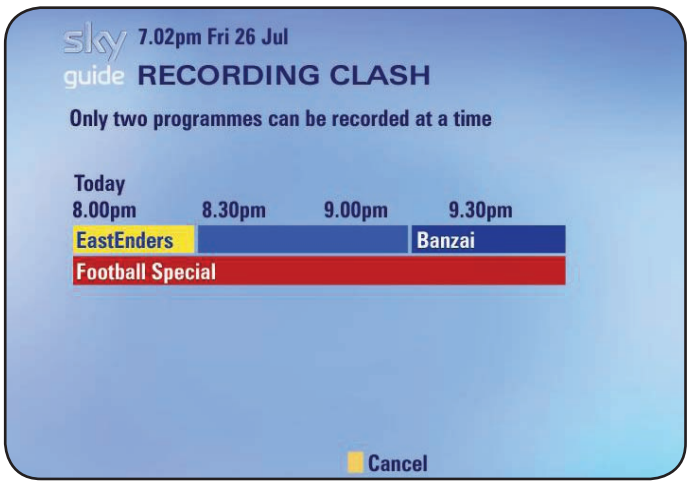
When there's a clash, the *Recording Clash* screen appears, highlighting the programme you've just selected for recording.

- To cancel the previous recording and replace it with the one you've just requested, press **select**.
- To cancel the recording you just requested and keep the previous one, press **back up**.

To see where all the programmes overlap and choose from the programmes already booked, press the **red** key (*Advanced Options*).

In the next *Recording Clash* screen, choose the recording you want to cancel by highlighting it and pressing the **yellow** key (*Cancel*). Press **select** when you're done.


sky guide
7.02pm Fri 26 Jul
RECORDING CLASH
Only two programmes can be recorded at a time
To record
Football Special 8.00pm Sky Sports 1
the following recordings will be cancelled
EastEnders 8.00pm BBC1 London R
Advanced Options
Press SELECT to cancel the recording



Avoiding recordings from being deleted

It takes just the press of a button to delete a programme from your Planner. To avoid unplanned deletions, use the *Keep* option.

To protect a programme like this, go to your Planner, highlight the programme and press the **blue** key (*Keep*). The programme is now marked for *Keep*, shown by the symbol. Ⓚ

Sky Guide now won't delete the recording without asking you if you're sure.

When you're running out of disk space, programmes marked for *Keep* won't be deleted. See **Keeping an eye on available disk space** (page 31) for details.

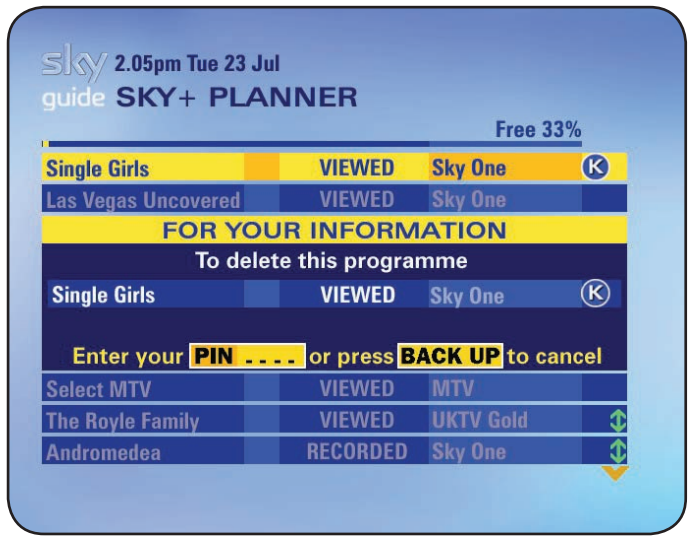
sky guide 2.05pm Tue 23 Jul
SKY+ PLANNER
Free 33%
Single Girls RECORDED Sky One
Live Cricket RECORDED Sky Sports HD2 K
Mona the Vampire VIEWED Nickelodeon
EastEnders RECORDED BBC 1 London
Over The Hedge U RECORDED Sky Screen1 HD K
The Gene Hunters RECORDED Nat Geo HD
Frasier VIEWED Paramount
Hollyoaks VIEWED Channel 4 HD
The Simpsons Sat 8.00pm Sky One R
Andromedea Tues 7.00pm Sky One HD R
Copy Series Link Delete Keep
Press R to cancel recording or BACK UP to return

press **blue** to protect the programme from one-step deletion

PIN-protecting kept recordings

To further protect your recordings, you can choose to have to enter a PIN to delete kept recordings.

For details on this, using your PIN and setting parental control restrictions, see **Having more control over kids' viewing** (page 49).

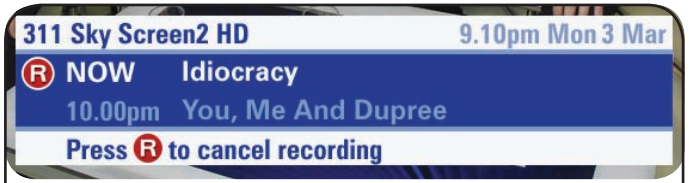

sky guide 2.05pm Tue 23 Jul
SKY+ PLANNER
Free 33%
Single Girls VIEWED Sky One K
Las Vegas Uncovered VIEWED Sky One
FOR YOUR INFORMATION
To delete this programme
Single Girls VIEWED Sky One K
Enter your PIN .... or press BACK UP to cancel
Select MTV VIEWED MTV
The Royle Family VIEWED UKTV Gold
Andromedea RECORDED Sky One

Cancelling current and future recordings

To cancel a current or future recording without interrupting what you're watching, browse to the programme in the Search & Scan banner and press **record**. The **Record** symbol disappears.

To cancel a current or future recording straight from your Planner, highlight it in the list and press **record** or the **yellow** key (*Delete*).

When you cancel a recording before the end of the programme, it appears in your Planner as *Part Recorded*.



in the Search & Scan banner, press **record** to cancel the recording

Deleting existing recordings

Once made, recordings can be deleted only from your Planner.

In your Planner, highlight the programme you want to delete and press the **yellow** key (*delete*).

If the programme is protected by being marked *Keep*, you're asked if you're sure you want to delete it.
See **Avoiding recordings from being deleted** (page 29).

Once you've deleted a recording, you can't retrieve it.

sky guide
2.05pm Tue 23 Jul
SKY+ PLANNER
Free 33%
Single Girls RECORDED Sky One
Live Cricket RECORDED Sky Sports HD2
Mona the Vampire VIEWED Nickelodeon
EastEnders RECORDED BBC 1 London
Over The Hedge U RECORDED Sky Screen1 HD
The Gene Hunters RECORDED Nat Geo HD
Frasier VIEWED Paramount
Hollyoaks VIEWED Channel 4 HD
The Simpsons Sat 8.00pm Sky One
Andromedea Tues 7.00pm Sky One HD
Copy
Series Link
Delete
Keep
Press to cancel recording or BACK UP to return

press **yellow** to delete the recording from your Planner

Keeping an eye on available disk space

Remember that because your Sky+ HD box records onto its hard disk there is a fixed amount of storage space for recordings.

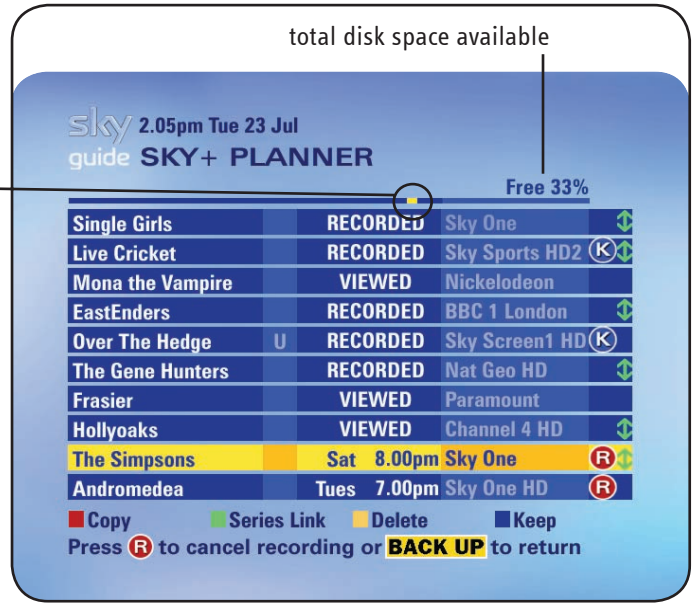
To see how much space each programme is using, highlight a programme in your Planner and check the yellow part of the indicator bar. The bigger the yellow part, the more space the programme is using.

You can check the exact percentage of the total disk space used by each programme by pressing ***i*** when a programme is highlighted.

HD recordings take up more space than other recorded programmes.

To free up some disk space, you can copy recorded programmes to your video or DVD recorder. See **Copying recordings to video/DVD** (page 41).

The disk space shown in your Planner is not affected by the Sky Anytime TV programmes stored on your Sky+ HD box (see page 42).


total disk space available
sky guide 2.05pm Tue 23 Jul
SKY+ PLANNER
Free 33%
Single Girls RECORDED Sky One
Live Cricket RECORDED Sky Sports HD2 K
Mona the Vampire VIEWED Nickelodeon
EastEnders RECORDED BBC 1 London
Over The Hedge U RECORDED Sky Screen1 HD K
The Gene Hunters RECORDED Nat Geo HD
Frasier VIEWED Paramount
Hollyoaks VIEWED Channel 4 HD
The Simpsons Sat 8.00pm Sky One R
Andromedea Tues 7.00pm Sky One HD R
Copy Series Link Delete Keep
Press R to cancel recording or BACK UP to return

Disk space warning

When you get your Sky+ HD box, it is set up to automatically delete recordings without warning if there's not enough disk space for a new recording.
You can change this setting as follows:

1 Go to *Services* and select *Sky+ Setup*.

2 Highlight *Disk Space Management* and use the arrows to choose the setting you want;
Choose *Warn* if you want a warning that a programme is about to be deleted.
Choose *Manual* if you never want previous recordings to be deleted; recordings you've set up since will fail if there's not enough space.

3 Select *Save New Settings* when you're done.

in *Warn* and *Manual* modes,
a warning appears before you run out of space:

DISK SPACE WARNING
There is insufficient disk space available
To record
The X Files 9.00pm Sky One
the following programme will be deleted
Bend It Like Beck.. 12 VIEWED Sky Box Office R
Press SELECT to confirm deletion

With the *Automatic* option, recordings you have already watched are deleted first, followed by unwatched recordings. Programmes marked *Keep* are never deleted without your confirmation.

Recording radio channels

You can record radio channels as follows:

1 Press the up/down arrow to show the Search & Scan banner and browse until you see the radio channel you want. Then press **record**. Alternatively, to record from the entire list of radio channels, go to *TV Guide*, scroll down to the next page of categories and select *Radio*. Highlight the radio channel you want and press **record**. The *Manual Recording* screen appears.

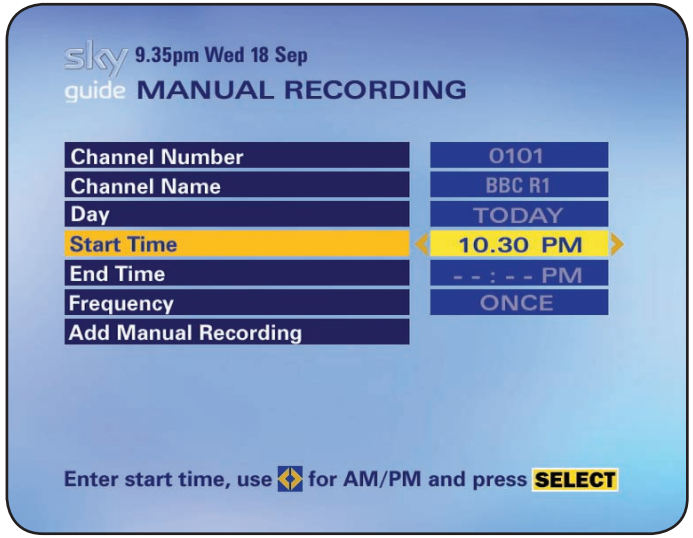
2 If you need to, change the *Channel Number* with the left/right arrow or by keying in the number.

3 Highlight *Day* and use the arrows to choose the day of the recording.

4 Highlight *Start Time* and key in the start time of the recording with the number keys. Use the left/right arrow to choose *AM* or *PM*. Do the same for the *End Time*.

5 Highlight *Frequency* and use the left/right arrow to choose how often you want to record the channel.

6 Highlight *Add Manual Recording* and press **select**. The settings are made and the radio recording is now in your Planner.



Adding to the start and end of recordings

Your Sky+ HD box automatically tries to find the best recording slot for your recorded programmes, and aims to capture the entire programme even if it overruns.

You can change the automatic setting and choose to add extra minutes either side of the scheduled recording, as follows:

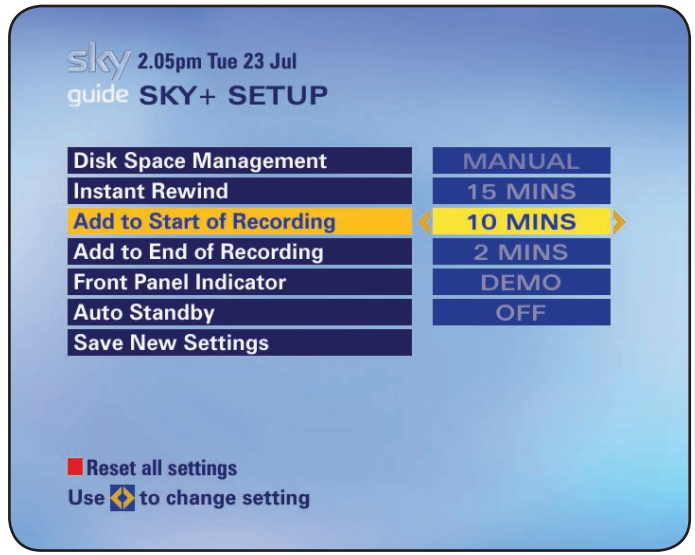
1 Press **services** then select *Sky+ Setup*.

2 In the *Sky+ Setup* screen, highlight *Add to Start of Recording* and use the arrows to choose how many minutes you want to add.

3 Do the same for the option *Add to End of Recording*.

4 Select *Save New Settings* when you're done.

With back-to-back recordings, the Sky+ service may override the settings you make here.



PAUSING AND REWINDING LIVE TV

With the Sky+ service, you can pause and rewind live TV. This is handy if you're interrupted during a programme or missed the beginning.

To pause the programme you're watching, press **pause** on your remote control. When you're ready to come back to it, press **play**.

To go back and watch live TV, press **rewind**. When you see what you want to watch, press **play**. Remember if you rewind for 30 minutes, for example, your Sky+ HD box has to have been showing that channel for the last 30 minutes.

You can then pause, rewind or fast forward within the programme.

- If you reach the start of the section, the picture is frozen at that point.
- If you reach the end, you rejoin the live schedule.

To go back to watching live TV at any point, just press **Sky** then **select**.

While you're watching the programme behind scheduled time, you can use the Search & Scan banner as usual, but if you change channels, try to see full channel listings or use interactive services, you have to go back to live TV. You can then rewind or pause again.

30 minutes is the standard setting for rewinding live TV.
You can change this as described in **Changing how far back you can rewind live TV** (page 35).

LIVE PAUSE
press **pause** to stop live TV

the **Live Pause** symbol appears, with elapsed time in minutes

INSTANT REWIND
press rewind to go back in the current programme

the **Instant Rewind** symbol appears, with rewinding speed and elapsed time in minutes

Saving after pausing or rewinding live TV

After pausing or rewinding live TV, if you haven't got time now to watch what you've missed, you can save the programme to your Planner, as follows:

1 After rewinding or pausing live TV, press **record** or **select**.
The Search & Scan banner appears showing the programme's name.

2 Press **record**.
The **Record** symbol appears next to the programme name and the recording is stored in your Planner.

to save the programme,
press **record** to show the banner, then **record** again

Changing how far back you can rewind live TV

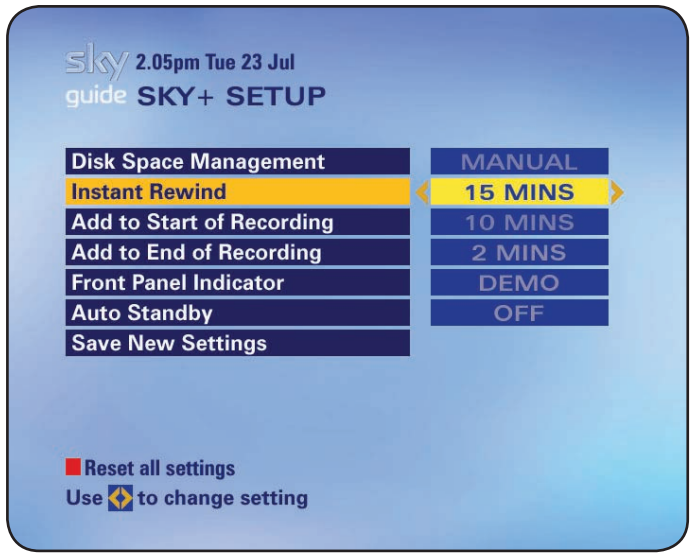
You can choose the Instant Rewind length, as follows:

1 Go to the *Services* menu and select *Sky+ Setup*.

2 Highlight *Instant Rewind* and select either *OFF*, *5*, *15*, *30* or *60* minutes.

3 When you're done, select *Save New Settings*.

Remember if you rewind for 30 minutes, for example, your Sky+ HD box has to have been showing that channel for the last 30 minutes.


sky guide 2.05pm Tue 23 Jul
SKY+ SETUP
Disk Space Management MANUAL
Instant Rewind 15 MINS
Add to Start of Recording 10 MINS
Add to End of Recording 2 MINS
Front Panel Indicator DEMO
Auto Standby OFF
Save New Settings
Reset all settings
Use to change setting

PLAYING BACK RECORDINGS

When it comes to watching what you've recorded, you have several options.

When you're watching a recording, you can still see what's on now and later with the Search & Scan banner. However, if you go into a full screen listing such as *TV Guide*, playback stops.

Choosing from all past and current recordings

All recordings are stored in your Planner.

1 Go to the *TV Guide* menu and press the **green** key (*Planner*).

2 Highlight the recorded programme in the list and press **play** or **select**. The *Sky+ Playback* screen appears.

3 Use the left/right arrow to choose a different point of the recording to start from:

Start - plays the recording from the beginning.

End - plays back the last 10 seconds of the recording. This is handy if you want to check the whole programme was recorded.

Last Viewed - joins the recording where it was stopped last time you watched it.

Viewer Defined - lets you choose from which minute you want it to start (use the number keys on your remote control).

Viewer Bookmarks - starts playback from bookmarks you have set.

4 Press **select** or **play** when you're ready to start the programme.

sky guide
10.35pm Tue 23 Jul
SKY+ PLAYBACK
Catch Me If You Can
12
T,W,DS
DiCaprio is on superb form as the teenage fraudster who racks up millions of dollars in bank scams while posing as a pilot and a doctor. Directed by Steven Spielberg (2002)(135 mins) [S]
Recorded: 8.00pm Mon 22 (127 mins)
Used 10%
Start Position
Last Viewed
10min
Choose start position and press SELECT to play
choose the starting point

Picking up from where you left the last recording

If you were interrupted last time you played back a recording and want to go back to it, simply press **play** when you're watching TV or from a *TV Guide* or *Box Office* screen.

In the *Sky+ Playback* screen, press **play** or **select** to carry on where you left off last time. Otherwise, choose a different starting point.

To watch a rated programme before its normal watershed time, you need to enter your PIN. The times are shown here on the right.
For details on using your PIN and parental control settings, see **Having more control over kids' viewing** (page 49).

to play the last recording you watched, just press **play**, then **play** again

programme rating	when PIN is needed
18	before 9pm
15	before 8pm
12	before 8pm

The playback symbol

When you start playing back a recording, the **Play** symbol appears, showing how far playback is into the programme.

You can show this symbol at any time by pressing **play**.

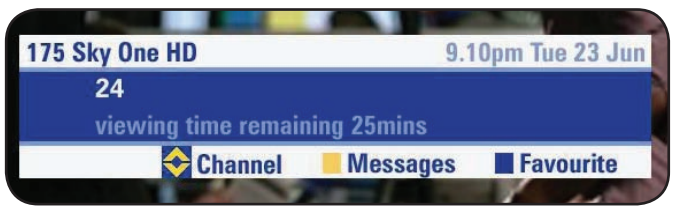
The symbol disappears after five seconds. Press **back up** to remove it before then.

Play symbol

minutes from the start of the recording

Checking the remaining viewing time

To see how long you have left until the end of the recording, press either **blue** or **select** to display the Search & Scan banner. This shows you the remaining viewing time in minutes. Press **back up** to remove the banner.

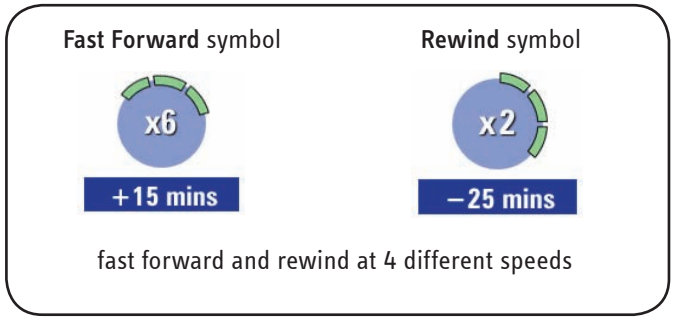


Fast forwarding and rewinding

Press **fast forward** or **rewind** to move to a different place in the recorded programme. The **fast forward/rewind** symbol appears, showing the elapsed time and the speed.

You can increase the speed by pressing **fast forward** or **rewind** repeatedly. There are four speed settings to choose from: x2, x6, x12, x30.

If you want to decrease the speed, press the opposite button.

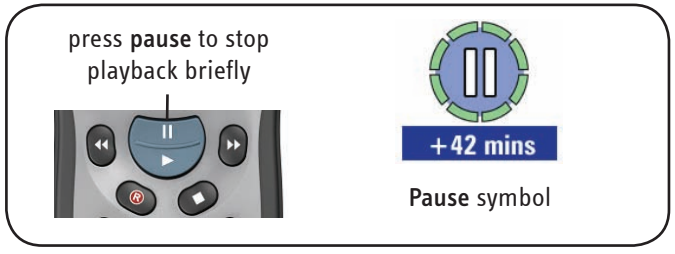


fast forward and rewind at 4 different speeds

Pausing

Press the **pause** key to freeze the screen while you're playing, fast forwarding or rewinding a programme.

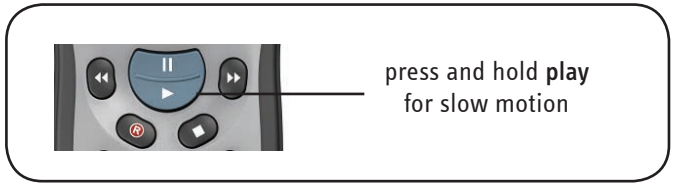
The **Pause** symbol appears on-screen.



Slow motion

To play a programme in slow motion, press and hold **play** for two seconds.

Press **play** again to carry on in normal time.

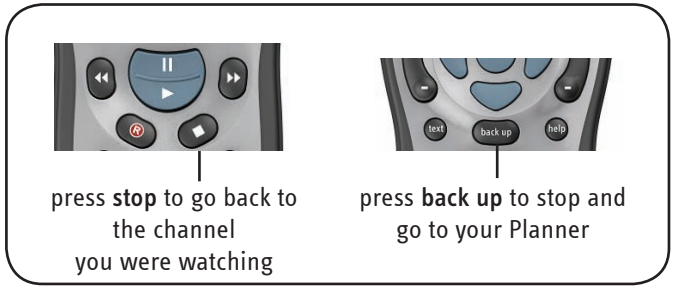


Stopping playback

To stop playback and go back to the channel you were watching before, press **stop** or the **Sky** key.

To stop and go to your Planner, press **back up**.

Playback also stops if you change channels or go into full screen listings such as *TV Guide*.



Using bookmarks for favourite parts of a programme

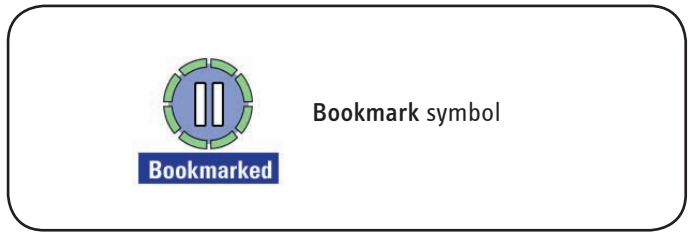
With bookmarks, you can easily go back to certain points in a recording.

Saving bookmarks

When you're watching a recorded programme and you see something you want to bookmark, press **pause** and then the **red** key.

The **Bookmark** symbol appears in the corner of the screen.

Press **play** to carry on watching the programme.



Managing and deleting bookmarks

To see all bookmarks within a recording, press **pause** then the **green** key when you're playing it back.

A list of bookmarks appears, showing their place in the programme.

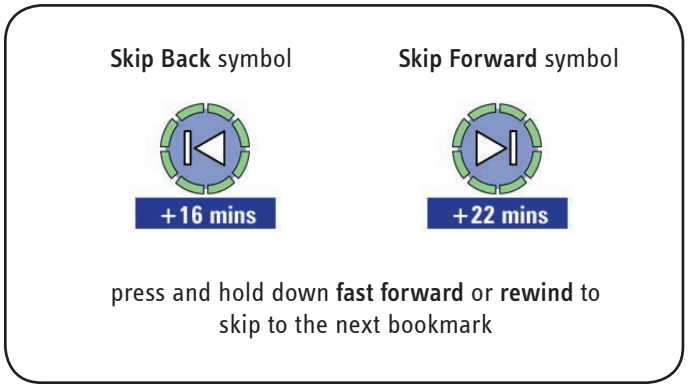
- Highlight a bookmark to see a short reminder clip of 10 seconds.
- To play the recording from the highlighted bookmark, press **select**.
- To remove the highlighted bookmark, press the **yellow** key (*Delete*).

If the programme is PIN-protected you'll need to enter the PIN to see the bookmark clip.
See **Having more control over kids' viewing** (page 49) for details.

Skipping to bookmarks

To go to the next bookmark while you're playing back a recording, press and hold **rewind** or **fast forward** until the screen skips to the next bookmark.

The **Skip Forward/Back** symbol appears in the corner of the screen.


Skip Back symbol
Skip Forward symbol
+16 mins
+22 mins
press and hold down fast forward or rewind to skip to the next bookmark

Starting playback from a bookmark

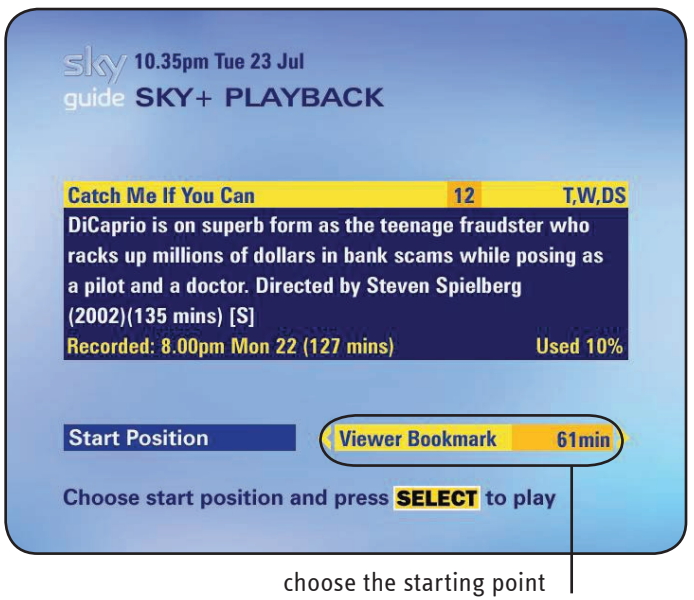
You can start playing a recording directly from a bookmarked place, as follows:

1 Go to your Planner.

2 Select the recording that contains bookmarks.

3 In the *Sky+ Playback* screen, press the left/right arrow until you see *Viewer Bookmark* followed by its place in minutes from the start of the programme.
Keep pressing the arrow to see each bookmark and its place in the programme.

4 Press **select** or **play** when you see the bookmark you want.
Playback starts at that bookmarked point in the programme.


sky guide
10.35pm Tue 23 Jul
SKY+ PLAYBACK
Catch Me If You Can
12
T,W,DS
DiCaprio is on superb form as the teenage fraudster who racks up millions of dollars in bank scams while posing as a pilot and a doctor. Directed by Steven Spielberg
(2002)(135 mins) [S]
Recorded: 8.00pm Mon 22 (127 mins)
Used 10%
Start Position
Viewer Bookmark
61min
Choose start position and press SELECT to play
choose the starting point

COPYING PROGRAMMES TO VIDEO/DVD

To free up space on the hard disk, you can copy recordings onto video or DVD.

While copying, you can watch the recording being copied but you can't watch any other programme.

HD programmes are copied in standard definition quality.

Copy to your video/DVD recorder as follows:

1 Make sure your video/DVD recorder is set up properly.
Refer to your video's user guide and see page 66 of this guide for details.

2 Go to your Planner.

3 Highlight the recorded programme you want to copy and press the **red** key (*Copy*).
You can select as many programmes as you like.

4 When you've made your choice, press **select**.

5 Press record on your video/DVD recorder then press **play** on your Sky+ HD remote control.
Copying starts and after a few seconds the *Sky+ Copy* screen appears, showing you the titles in order of selection with their length in minutes. This is to help you keep track and label your tapes/DVDs.
You see an information screen for each programme before the entire recording is played back.

Don't touch anything until copying is finished.
To cancel at any time, press any key.

sky 10.35pm Tue 23 Jul
guide SKY+ COPY
WWE Raw Sky Sports 1 90mins
Ford International Football Sky Sports 1 90mins
Extreme Machines Discovery 50mins
The Simpsons Sky One 30mins
Total Duration 260mins

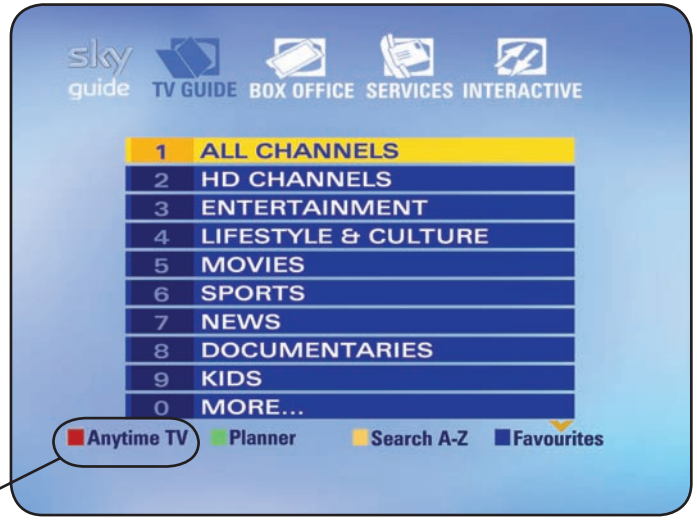
ENJOYING SKY ANYTIME TV

Sky's Anytime on TV service offers a range of programmes for you to watch outside the regular schedule. Choose what you want to watch from the Sky Anytime TV listings at a time that suits you, and at no extra charge to your monthly subscription.

You can view any programme offered with Sky Anytime TV as long as you subscribe to the relevant channel.

Sky Anytime TV programmes don't take up the space used by your Planner unless you choose to record them. See **Recording Sky Anytime TV programmes** (page 44).

Sky Anytime is also available on your PC. Go to www.sky.com for details.



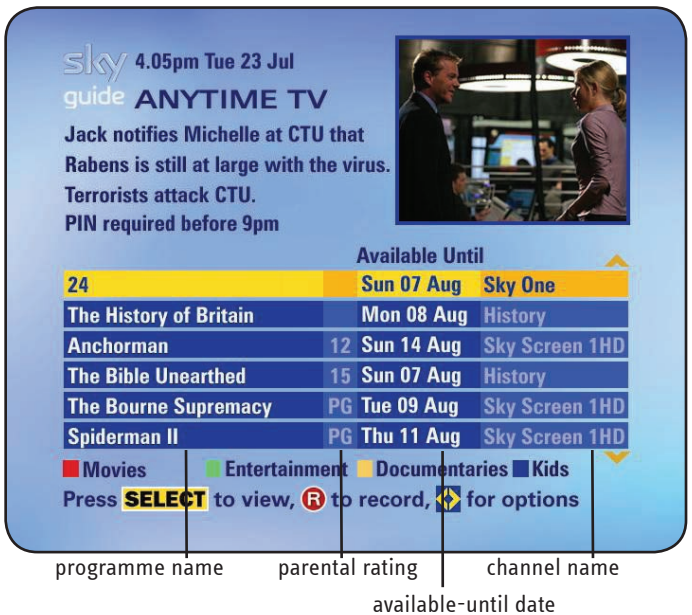
Seeing what's on offer with Sky Anytime TV

1 Press **tv guide** then press the **red** key (*Anytime TV*).
The *Anytime TV* screen appears, showing the list of available programmes, starting with the most recently added.

2 Use the up/down arrows to highlight a programme.
A summary and a mini trailer (if available) are shown. The summary also lets you know if there's a PIN restriction on the programme.

3 Press the ***i*** key for a more detailed synopsis of the programme.

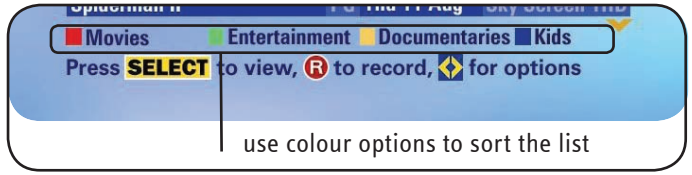
The list gives you all the information you need, as shown here.


sky guide
4.05pm Tue 23 Jul
ANYTIME TV
Jack notifies Michelle at CTU that Rabens is still at large with the virus.
Terrorists attack CTU.
PIN required before 9pm
Available Until
24 Sun 07 Aug Sky One
The History of Britain Mon 08 Aug History
Anchorman 12 Sun 14 Aug Sky Screen 1HD
The Bible Unearthed 15 Sun 07 Aug History
The Bourne Supremacy PG Tue 09 Aug Sky Screen 1HD
Spiderman II PG Thu 11 Aug Sky Screen 1HD
Movies
Entertainment
Documentaries
Kids
Press SELECT to view, R to record, for options
programme name
parental rating
channel name
available-until date

Sorting the Sky Anytime TV list

You can sort the *Anytime TV* programme list by genre by using the colour options. Press **red** to see all the movies available, for example.

Press the left/right arrow for more genres.



Viewing a programme from the Sky Anytime TV list

Start playing a programme as follows:

1 From the *Anytime TV* screen, highlight the programme you want to watch and press **select**.
The *Anytime TV* playback screen appears.

2 Use the left/right arrow to choose a different point of the programme to start from:

Start - plays the programme from the beginning.

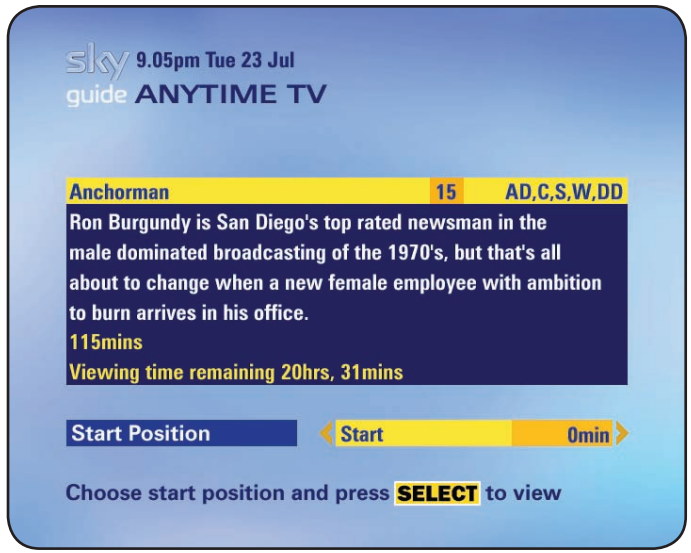
End - plays back the last 10 seconds of the programme.

Last Viewed - joins the programme where it was stopped last time you watched it.

Viewer Defined - lets you choose from which minute you want it to start (use the number keys on your remote control).

Viewer Bookmarks - starts playback from bookmarks you have set.

3 Press **select** or **play** when you're ready to start the programme. From here you can control your viewing as described in **Playing back recordings** (page 36).


sky guide 9.05pm Tue 23 Jul
ANYTIME TV
Anchorman
15
AD,C,S,W,DD
Ron Burgundy is San Diego's top rated newsman in the male dominated broadcasting of the 1970's, but that's all about to change when a new female employee with ambition to burn arrives in his office.
115mins
Viewing time remaining 20hrs, 31mins
Start Position
Start
0min
Choose start position and press SELECT to view

To stop watching the Sky Anytime TV programme and go back to the channel you were watching before, press **stop** or the **Sky** key. Alternatively, press **back up** to go back to the *Anytime TV* listings.

Recording Sky Anytime TV programmes

You can record Sky Anytime TV programmes to your Sky+ Planner for you to watch when and as often as you like, even after they have been removed from the Sky Anytime TV listings.

When you see something you want to record from the Sky Anytime TV listings, simply highlight the programme and press **record**. Your Planner appears, showing the recording added to the list.

About Sky Anytime TV programmes

New programmes are added (and removed) every day, with each title generally available for seven days. Approximately 30 hours of programmes are available at all times, showing the most recently added programme at the top of the list.

If you see *Last chance* in the *Available Until* column of the Sky Anytime on TV list, you don't have long to watch the programme before it's removed. To avoid missing it, watch it or record it to your Sky+ Planner.

When your Sky+ HD box is first installed, replaced, or has been switched off from the mains for a long period of time, it will take a few days for the service to fill up with a full list of programmes.

sky guide
4.05pm Tue 15 Jan
ANYTIME TV
Catch up with everyone's favourite cat & mouse on Sky Anytime and at 10am every Wednesday on Cartoon Network.
Available Until
Tom & Jerry Fri 19 Jan Cartoon Netwrk
The History of Britain Mon 22 Jan History
American Chopper Mon 22 Jan Discovery
Cold Case Files Tue 22 Jan Crime
Around the World in 80 Days Wed 23 Jan Nat Geo HD
FIFA Sports Mundial Last Chance Sky Sports
Movies Entertainment Documentaries Kids
Press SELECT to view, R to record, for options

Restricting Sky Anytime TV viewing

All your Parental Control settings apply to Sky Anytime TV programmes, with the exception of Channel Restrictions.

To watch a rated programme before its normal watershed time, you need to enter your PIN. The times are shown below.

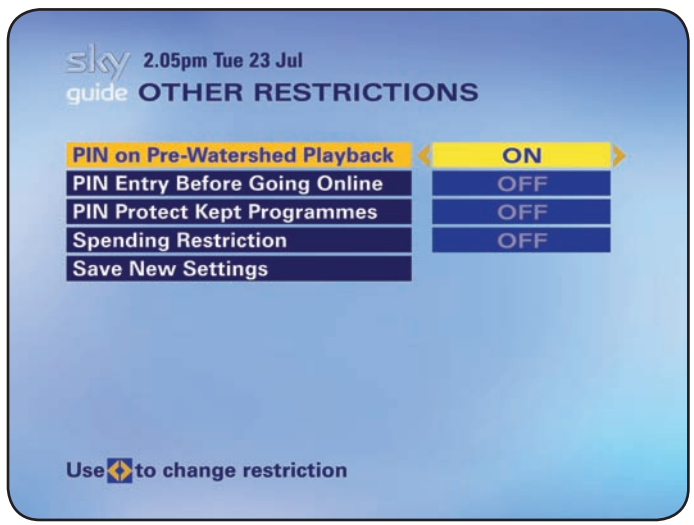
programme rating	when PIN is needed
18	before 9pm
15	before 8pm
12	before 8pm

As Sky Anytime TV doesn't follow the normal broadcasting schedule, you will need to enter your PIN to watch non-movie programmes that would otherwise have been scheduled after 8pm or 9pm if they were not available in Sky Anytime TV. The summary on the left of the *Anytime TV* screen tells you if the programme is subject to a watershed PIN, as shown here (top right).

You can turn off the Parental Control PIN option on Sky Anytime TV. To do this, go to *Services* > *Parental Control* > *Other Restrictions* then highlight *PIN on Pre-Watershed Playback* and select *OFF*.

For details on using your PIN and parental control settings, see **Having more control over kids' viewing** (page 49).

sky guide 4.05pm Tue 23 Jul
ANYTIME TV
Jack notifies Michelle at CTU that Rabens is still at large with the virus. Terrorists attack CTU.
PIN required before 9pm
Available Until
24 Sun 07 Aug Sky One
The History of Britain Mon 08 Aug History
Anchorman 12 Sun 14 Aug Sky Screen 1HD
The Bible Unearthed 15 Sun 07 Aug History
The Bourne Supremacy PG Tue 09 Aug Sky Screen 1HD
Spiderman II PG Thu 11 Aug Sky Screen 1HD
Movies Entertainment Documentaries Kids
Press SELECT to view, R to record, for options


sky guide 2.05pm Tue 23 Jul
OTHER RESTRICTIONS
PIN on Pre-Watershed Playback ON
PIN Entry Before Going Online OFF
PIN Protect Kept Programmes OFF
Spending Restriction OFF
Save New Settings
Use to change restriction

Cancelling the Sky Anytime TV service

Sky's Anytime on TV service is at no extra cost to your normal subscription. However, you can turn off the service if you want to, as follows:

1 Press **services** and select *Anytime TV Setup*.
The *Anytime TV Setup* screen appears.

2 Highlight *Enable Anytime TV* and use the left/right arrow to select *NO*.

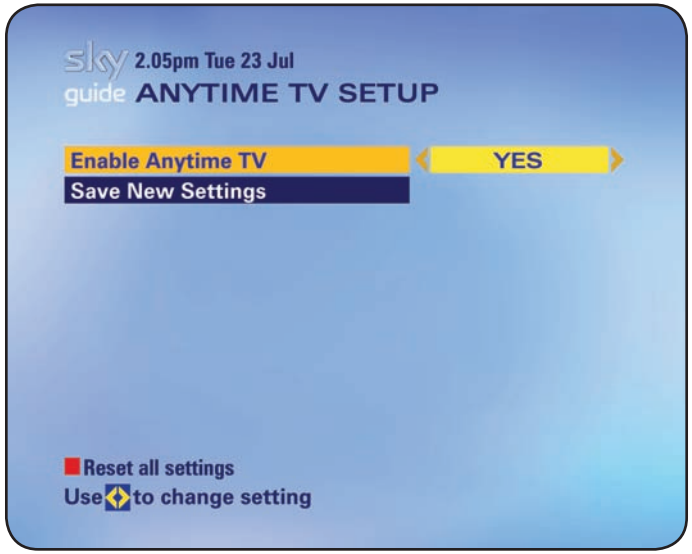
3 Press the down arrow to highlight *Save New Settings*, then press **select**.

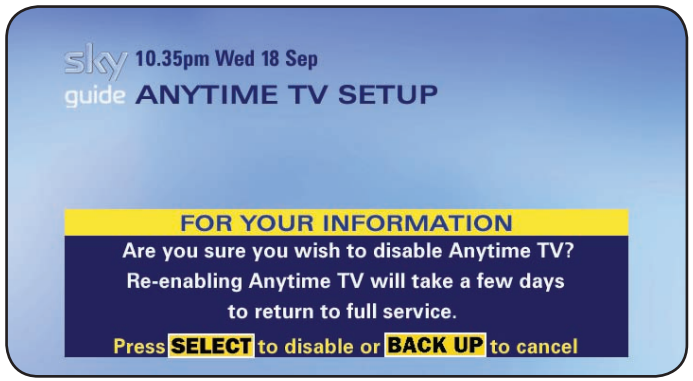
4 A confirmation message appears, asking if you are sure you want to disable Sky Anytime TV.

5 Press **select** to confirm.
Sky Anytime TV programmes are removed from your Sky+ HD box, the red *Anytime TV* option on the *TV Guide* menu disappears and Sky Anytime TV programmes are no longer downloaded to your Sky+ HD box.

Sky Anytime TV programmes that you have recorded will stay in your Planner.

To resume the Sky Anytime TV service, simply select *YES* in step 2 above. It may take a few days for the Sky Anytime TV programmes to be downloaded to your Sky+ HD box again.




sky guide
10.35pm Wed 18 Sep
ANYTIME TV SETUP
FOR YOUR INFORMATION
Are you sure you wish to disable Anytime TV?
Re-enabling Anytime TV will take a few days
to return to full service.
Press SELECT to disable or BACK UP to cancel

ENJOYING BOX OFFICE ENTERTAINMENT

With Box Office, you can watch recent movies, sports and other events by ordering them via your remote control. You're only charged for the programme or event when you start watching it.

You can go straight to your Sky+ HD Box Office movies from the *HD channels* screen (go to *TV Guide* and select *HD Channels*.)

To order Box Office programmes with your remote control, your Sky+ HD box has to be connected to a phone line.

Order Box Office programmes as follows:

1 Press **box office** on your remote control to see the *Box Office* menu.

2 Select the listing that suits you, for example, *Movies By Start Time* to see next films showing.

3 In the listing, highlight the programme you want to see.
Press **select** to watch it now or to set a reminder for later.
Press **record** to store the programme in your Planner so you can watch it later.

4 Follow the instructions on-screen; you may be asked to select a start time and/or enter your PIN.

To play back a Box Office programme shown before its normal watershed time, you need to enter your PIN. The times are shown below. For details on using your PIN and parental control settings, see **Having more control over kids' viewing** (page 49).

programme rating	when PIN is needed
18	before 9pm
15	before 8pm
12	before 8pm

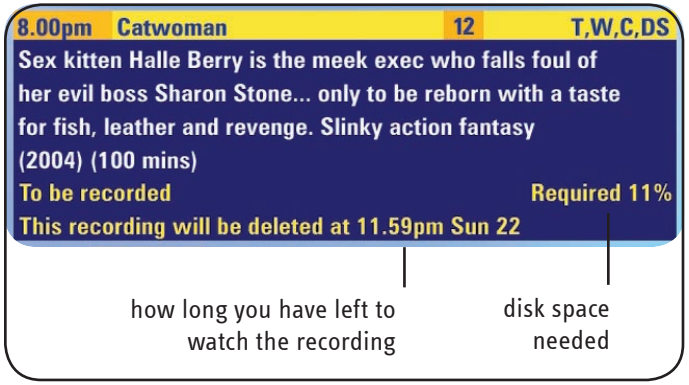
Watching Box Office programmes

When you order from Box Office, the programme is stored in your Planner for a fixed amount of time before it's deleted. The amount of time depends on the programme, but is typically 7 days.

If you don't watch any part of the programme in this time, you won't be charged for it.

Once you've played back a Box Office recording, you can watch it as many times as you like within a certain time frame. For example, you're likely to have up to 24 hours to watch a movie as many times as you like.

To check the amount of time you have left to watch a recording, just highlight it in your Planner and press the ***i*** key. You can also check out the disk space used or needed for the recording.


8.00pm Catwoman 12 T,W,C,DS
Sex kitten Halle Berry is the meek exec who falls foul of her evil boss Sharon Stone... only to be reborn with a taste for fish, leather and revenge. Slinky action fantasy (2004) (100 mins)
To be recorded
Required 11%
This recording will be deleted at 11.59pm Sun 22
how long you have left to watch the recording
disk space needed

Paying for Box Office programmes

Charges for Box Office programmes booked via your remote control appear on your account at the next available payment date. You're only charged for a Box Office programme if you watch any part of it.

Ordering over the phone

If for some reason you can't order Box Office programmes with your remote control, a message appears on-screen. You can order programmes over the phone by calling the number shown. Phone orders are subject to an administration charge.

HAVING MORE CONTROL OVER KIDS' VIEWING

Because of the range of channels on offer, there may be a few you'd rather the kids didn't watch. With a PIN and the right settings, you can avoid many unsuitable programmes being shown without your permission.

For more control over who watches what in your household, start by pressing **services** on your remote control then select *Parental Control* from the *Services* menu.

You now need to enter your four-digit PIN (see below).

Changing your PIN

Your original PIN is provided in the **Terms & Conditions** document you received with your Sky+ HD box. You need this number to get into the *Parental Control* screens.

Change your PIN to a personal, secret number that you'll remember easily.

From the *Parental Control* screen, select *Change PIN* and key in a new four-digit number. You'll have to key the number in twice.

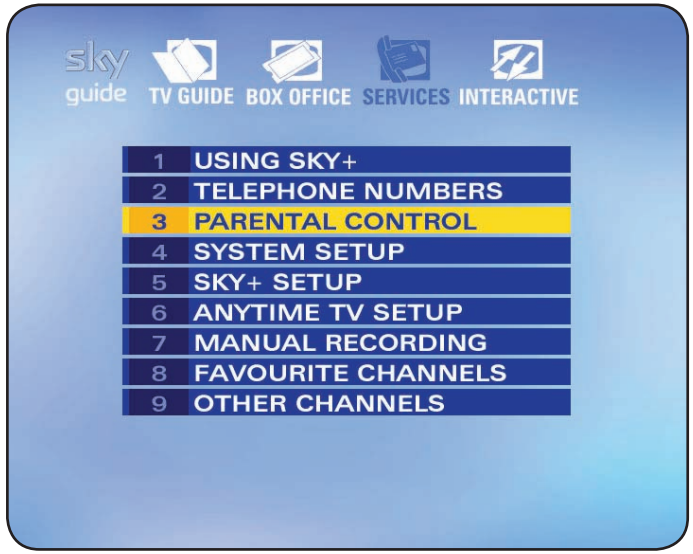
You can change your PIN from this screen whenever you want.

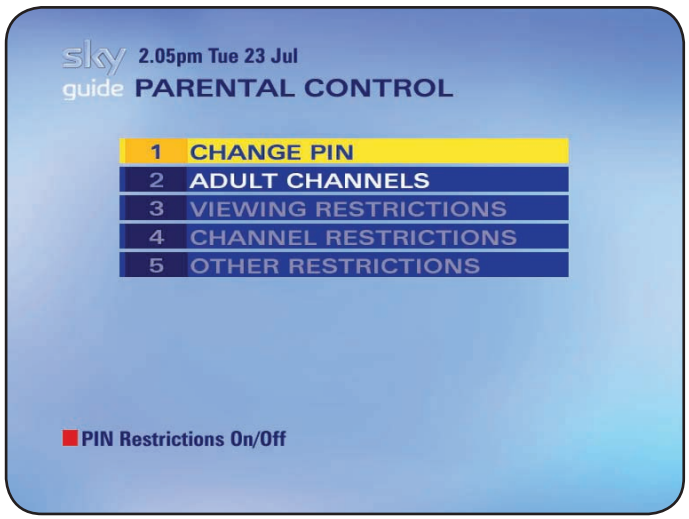
About your PIN

Keep your PIN secret to make it effective.

Once it's set, you can have Sky Guide ask for the PIN before showing, recording, playing back, and in some cases, deleting certain programmes.

If you forget your PIN, call Sky Customer Service on the number provided in the **Terms & Conditions** document you received with your Sky+ HD box.





Hiding adult channels

You can hide all channels classed as 'adult' from all channel listings, as follows:

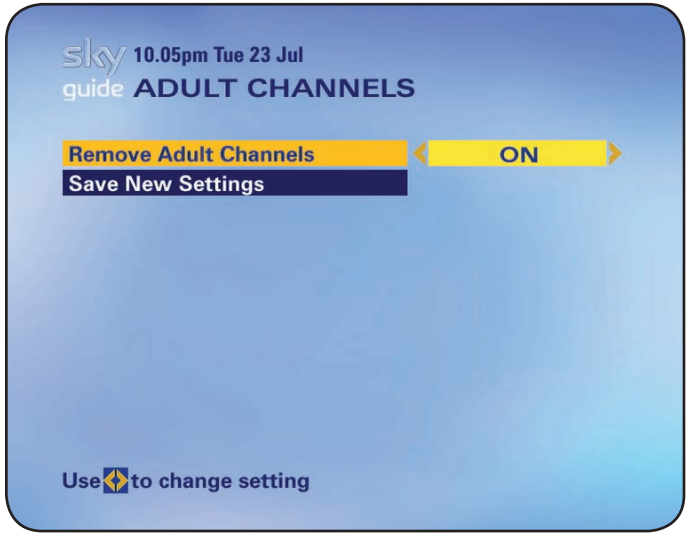
1 Select *Adult Channels* from the *Parental Control* menu.

2 Highlight *Remove Adult Channels* and use the right arrow to choose *ON*.

3 Select *Save New Settings* when you're done.

If you want to be able to see the adult channels again, just choose *OFF* in the *Adult Channels* screen.

Adult programmes are removed from all listings apart from your Planner.



Restricting rated programmes

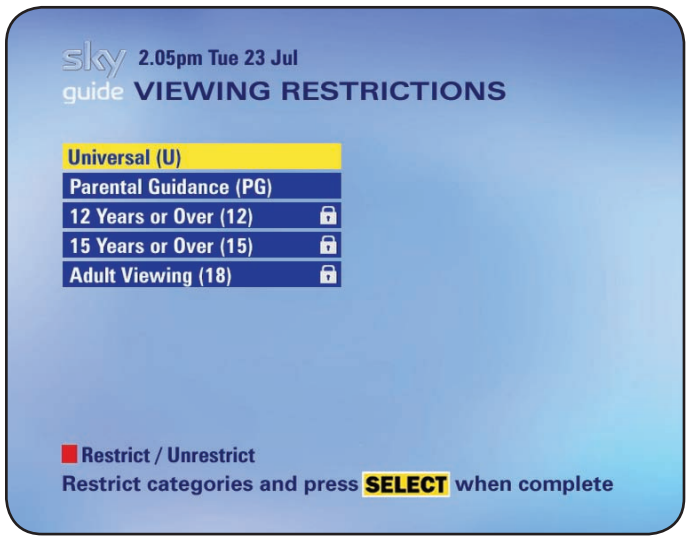
Some programmes have an age rating as a guide to how suitable they are for children. You can lock all such programmes, so anyone who wants to watch them has to enter the PIN. This is especially useful for programmes in your Planner, as well as Box Office and Sky Anytime TV programmes, which are available outside the normal schedule.

1 Select *Viewing Restrictions* from the *Parental Control* menu, highlight the appropriate rating and press the **red** key (*Restrict*) on your remote control. A padlock symbol appears next to the category you choose, as well as all the lower categories.

2 Press **select** when you're done.

If you want to unlock rated programmes, just highlight the category in the *Viewing Restrictions* screen and press the **red** key again (*Unrestrict*).

Viewing restrictions can be applied only to programmes where the broadcaster provides category restriction information.



Restricting specific channels

If there is just one or a few specific channels you would prefer members of the family not to watch, you can lock them one-by-one, as follows:

1 Select *Channel Restrictions* from the *Parental Control* menu. This screen lists all the channels by channel number.

2 To find the channel, key in the channel number if you know it, or use the **red** and **green** keys to go one page up or down.

3 Highlight the channel you want, then press the **yellow** key (*Lock*) to lock it at any time of day, or the **blue** key to lock it after 8pm only.

A padlock or an 8PM symbol appears next to the channel, depending on what level of control you choose.

These settings do not apply to Sky Anytime TV listings.
See **Restricting Sky Anytime TV viewing** (page 45) instead.

Controlling how much is spent on services

You can help prevent Box Office programmes being bought without your permission or prevent use of interactive services that demand a call charge:

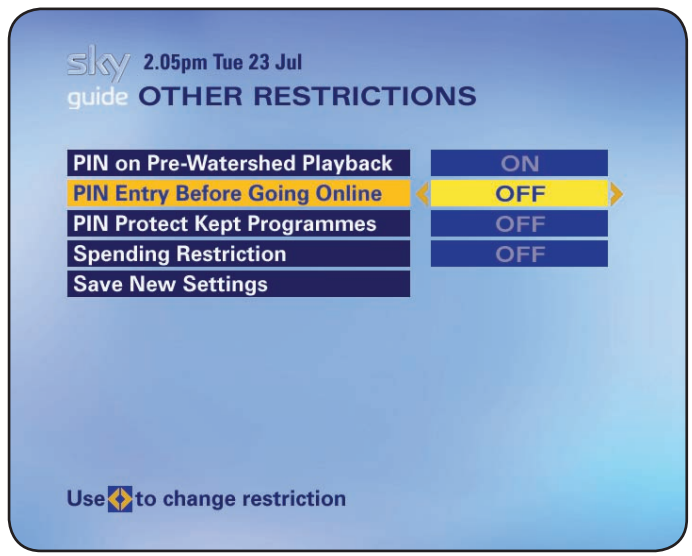
1 Select *Other Restrictions* from the *Parental Control* menu.

2 Highlight *PIN Entry Before Going Online* and use the left/right arrow to choose *ON*. Now anyone who wants to use the phone line within an interactive service subject to a call charge has to enter the PIN first.

3 Highlight *Spending Restriction*, select *ON* then set a limit to the cost before the PIN is needed. If you set the limit at £0.00, you'll have to enter the PIN every time you want to order a Box Office programme.

4 Select *Save New Settings* when you're done.

To turn these settings off, just select *OFF* from the *Other Restrictions* screen.


sky guide 2.05pm Tue 23 Jul
OTHER RESTRICTIONS
PIN on Pre-Watershed Playback ON
PIN Entry Before Going Online OFF
PIN Protect Kept Programmes OFF
Spending Restriction OFF
Save New Settings
Use to change restriction

PIN-protecting kept programmes

In your Planner, you can mark recordings for *Keep* to prevent them from being deleted accidentally. You can take this further and have Sky Guide ask for the PIN to be able to delete a kept recording.

Set this up as follows:

1 Select *Other Restrictions* from the *Parental Control* menu.

2 Highlight *PIN Protect Kept Programmes* and use the left/right arrow to choose *ON*. Now anyone who wants to delete a kept recording has to enter the PIN first.

3 Select *Save New Settings* when you're done.

To turn these settings off, just select *OFF* from the *Other Restrictions* screen.

See **Avoiding recordings from being deleted** (page 29) to see how to mark a programme for *Keep*.

sky guide 2.05pm Tue 23 Jul
SKY+ PLANNER
Free 33%
Single Girls VIEWED Sky One K
Las Vegas Uncovered VIEWED Sky One
FOR YOUR INFORMATION
To delete this programme
Single Girls VIEWED Sky One K
Enter your PIN . . . . or press BACK UP to cancel
Select MTV VIEWED MTV
The Royle Family VIEWED UKTV Gold
Andromedea RECORDED Sky One

Restricting programmes in your Planner

You can lock programmes stored in your Planner, to avoid them from being played back without your permission, or to PIN-protect programmes marked for *Keep*.

1 Go to your Planner.

2 Highlight the programme you want to restrict or protect.

3 Use the left/right arrow until the options at the bottom of the screen include the blue option *Lock/Unlock*.

4 Press the **blue** key. A padlock (or padlock and keep) symbol appears next to the programme and you now have to enter a PIN to play or delete it.

sky guide 2.05pm Tue 23 Jul
SKY+ PLANNER
Free 33%
Sex and The City VIEWED Channel 4
Buffy The Vampire S.. VIEWED Sky One
International Footbal.. RECORDED Sky Sports 1
Sin Cities RECORDED Sky One
Stuart Little U RECORDED Sky Box Office
Sex And The City RECORDED Channel 4
Getaway RECORDED Sky One
Medical Detectives RECORDED Discovery
Hollywood and Crime 10.00pm UK Horizons
Futurama 11.30pm Sky One
A-Z Viewed Recorded Lock/Unlock
Press SELECT to view, options

Turning off PIN-controlled restrictions

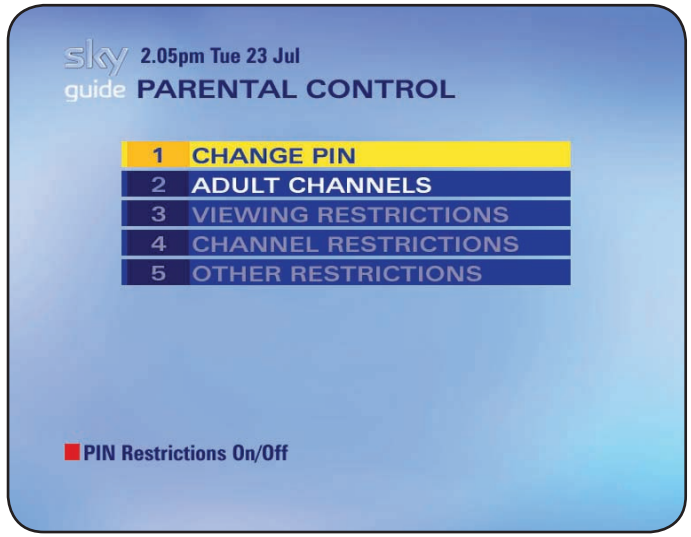
There is a quick way to turn your PIN restrictions off and on without having to go into each screen.

Go to the *Parental Control* main menu and press the **red** key (*PIN Restrictions On/Off*). The options *Viewing Restrictions*, *Channel Restrictions* and *Other Restrictions* are dimmed out, meaning the PIN restrictions you specified under those options are turned off.

Press the **red** key again to turn the specified PIN restrictions on again.

Even if you turn your settings off here, you'll still need to enter your PIN to watch recorded programmes out of their normal watershed time. The times are shown here.

programme rating	when PIN is needed
18	before 9pm
15	before 8pm
12	before 8pm



MANAGING YOUR FAVOURITE CHANNELS

Once you get to know what channels you watch most often, you can set them up as your favourites so you can find them more easily.

Storing favourite channels

1 Press **services** and select *Favourite Channels*.
The *Favourite Channels* screen appears, showing the list of available channels.

2 Highlight a channel you want as one of your favourites and press the **yellow** key (*Favourite*). A tick appears next to the channel.

3 Choose up to 50 channels and press **select** when you're done.

Press the **yellow** key again to remove the channel from your favourites.

Switching to a favourite channel

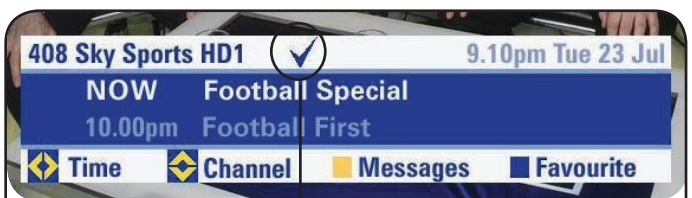
Your stored favourites are marked with a tick in the Search & Scan banner and other on-screen listings.

Change channels to one of your favourites, as follows:

1 When you're watching a programme, press the **blue** key.
The Search & Scan banner appears showing the first of your favourites.

2 Keep pressing the blue key to go through the list.

3 Press **select** when you see the channel you want.
Sky Guide tunes to the channel.



your favourite channels are marked with a tick

Seeing what's on your favourite channels

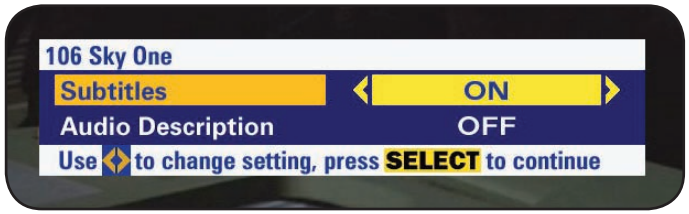
To check full listings for your favourite channels, go to the *TV Guide* menu and press the **blue** key (*Favourites*).

WATCHING TV WITH SUBTITLES OR AUDIO DESCRIPTION

To show subtitles or play an audio description for the current channel:

1 Press **help** on your Sky remote control when you're watching TV.

2 If the *Subtitles* or *Audio Description* option is available, use the left/right arrow to choose *ON* then press **select**.
The settings last until you change channels.

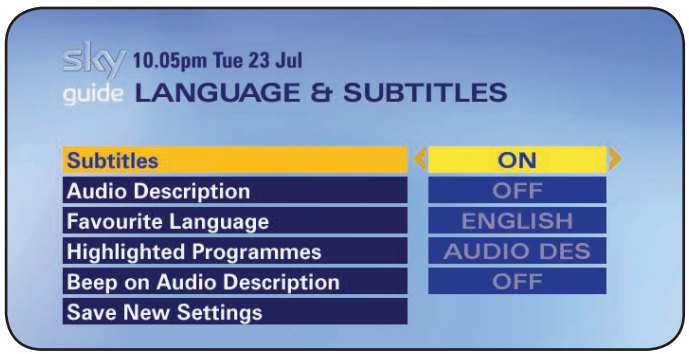


To have subtitles or an audio description on all the time where available:

1 Press **services**, select *System Setup* then *Language & Subtitles*.

2 Highlight *Subtitles* or *Audio Description*, use the left/right arrow to choose *ON* then select *Save New Settings*.

With Sky Anytime TV and recorded programmes, if you turned on Audio Description at the time of recording, it will be available but cannot be turned off. Similarly, if Audio Description was turned off at the time of recording, it is not available and cannot be turned on.



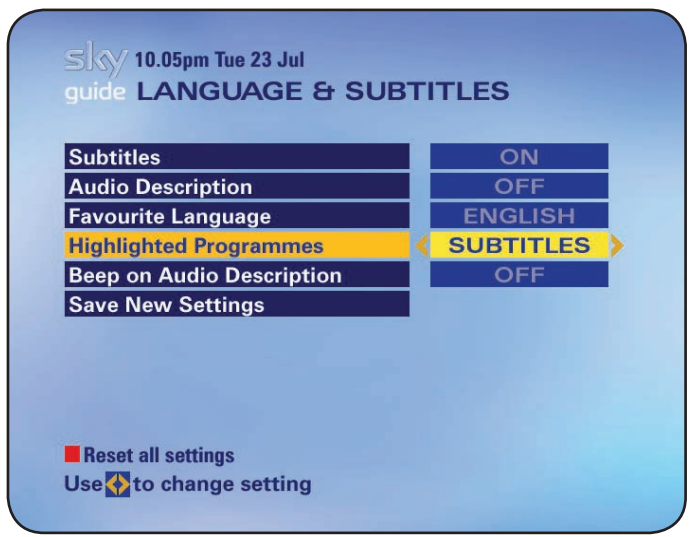
Finding subtitled or audio described programmes

Sky Guide can bring your attention to programmes that have subtitles or an audio description. To set this up, follow these steps:

1 Press **services**, select *System Setup* then *Languages & Subtitles*.

2 Highlight *Highlighted Programmes* and use the left/right arrow to select *Audio Description* or *Subtitles*. This means programmes that have subtitles or an audio description are shown clearly with a white highlight in TV Guide and Box Office (this does not apply to Sky Anytime TV listings).

3 Highlight *Beep on Audio Description* and use the arrows to select *ON* then select *Save New Settings*.
This means when you tune to a programme with an audio description, you hear a distinctive beep.



GOING INTERACTIVE

The interactive screens are for your entertainment and information.

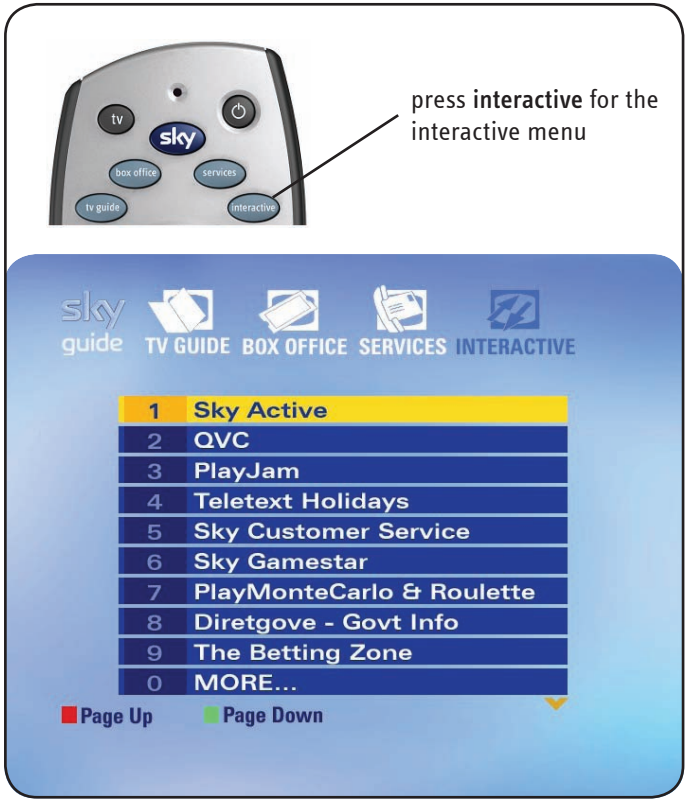
Press the **interactive** key on your remote control to access services including Sky Customer Service, shopping, email and games.

When you're watching TV, watch out for a colour symbol on-screen telling you there's an interactive service available. Press the colour key when you see the symbol.

Some interactive services may need a phone line connection (call charges may apply) and/or a Sky digital subscription.

There is no charge for using the interactive *Sky Customer Service* screens but from there you can get to other interactive services which may be subject to charges. You'll be informed about these charges before connecting.

You can record programmes featured within interactive services if the broadcaster allows it, however, you can't record the entire interactive service itself.



Interactive cards

Your Sky+ HD box has an interactive card slot, which you need for some services. Only insert an interactive card when a message on-screen tells you to.

Playing games

Some games available under *Interactive* are free of charge, however, online games may be subject to call charges and other charges (see **Controlling how much is spent on services**, page 51, for setting online spending restrictions). You can buy a day pass for games and play them with your remote or gamepad (not included). See the help options within the interactive screens for details.

Setting up message alert

Some interactive services may let you send email or text messages. You can ask Sky Guide to let you know when a message comes in, as follows:

1 Register with a service provider and specify that you want to receive message notification through Sky.

2 Press **services** and select *System Setup* then *Picture Settings*.

3 Highlight *Message Alert* and use the arrows to choose *ON*.

4 Select *Save New Settings* when you're done.

Now when someone sends you a message, the message light on your Sky+ HD box shows yellow and you'll see an envelope symbol in the Search & Scan banner.

On some channels, a small on-screen envelope appears briefly over what you're watching.

To see the new message, press the **yellow** key (*Messages*).

set up message alert to see the message symbol

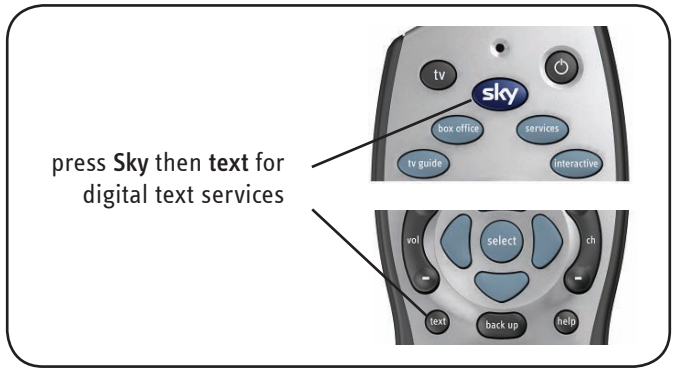
MORE OPTIONS

Using digital text

To use digital text services, press **text** on your remote control while you're watching a channel.

If the channel you're watching doesn't have digital text, you see a message telling you how to use teletext instead.

From the digital text service, press **Sky** at any point to go back to what you were watching.



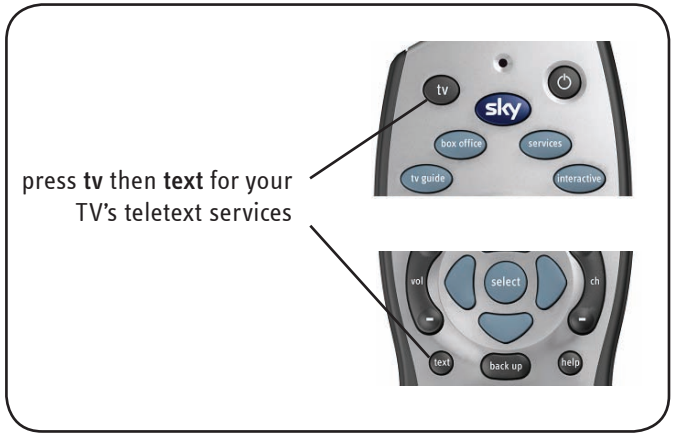
Using teletext

To use your TV's teletext services, press **tv** on your remote control then **text** while you're watching a channel. Remember your Sky remote must be set for use with your TV. See **Remote Control Setup** (page 61).

Use these keys on your remote control to control teletext:

Key	Function
text	Enters text mode (also exits text on some TVs)
back up	Comes out of text mode
0-9	Text page number entry
i **(information)**	Text reveal
select	Text hold
colours	Fastext function

From the teletext service, press **back up** then **Sky** at any point to go back to what you were watching.



Not all TVs have the teletext function.

Adding channels that aren't listed in Sky Guide

Some channels can be received by your Sky+ HD box but don't appear in Sky Guide listings.

You can add new channels to a separate list called *Other Channels*, as follows:

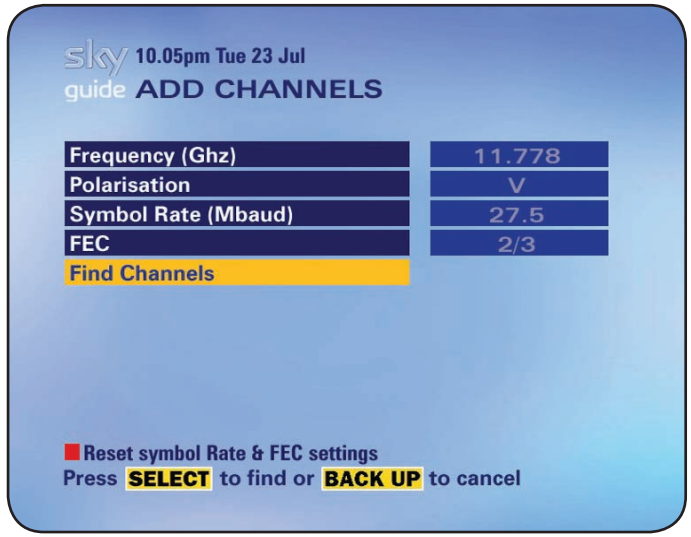
1 Press **services** and select *Add Channels*.

2 In the *Add Channels* screen, make the appropriate settings and select *Find Channels*.

3 After a moment the *New Channels* screen appears, showing both listed and unlisted channels received by the Sky+ HD box.

4 For each new channel you want to store, highlight the channel and press the **yellow** key (*Store Channel*).
A tick appears next to the channel name.

5 When you're done, press **select**.



Watching your added channels

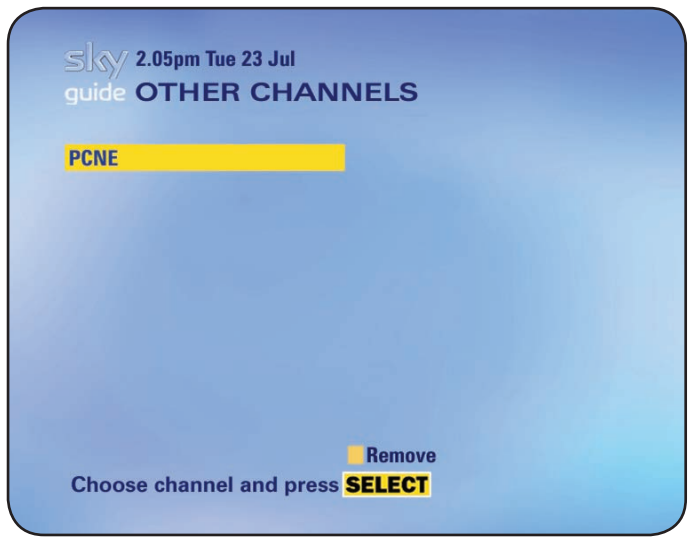
1 Press **services** and select *Other Channels*.

2 Highlight the channel you want to watch and press **select**.

Your Sky+ HD box cannot record channels that aren't in the Sky Guide listings.

You might not be able to see schedule information for these channels.

Your Sky+ HD box is designed to receive digital television signals transmitted at 28.2 or 28.5 degrees East, either unencrypted or encrypted using BSkyB's encryption system. It may be possible to receive other digital satellite signals but it's not guaranteed.



Changing the picture settings

When your Sky+ HD box was installed, your engineer should have set the picture settings at the right level to suit your equipment, so we recommend you don't adjust them here unless you find it absolutely necessary.

Sky's HD service uses two HD picture formats. The first, **1080i**, brings the number of rows in the frame up to 1080 - that's over 500 more than a standard PAL image. The other, **720p**, shows 720 rows in each frame and refreshes the screen at twice the rate of **1080i**.

In rare cases, your TV may only be able to display one of these formats. Check your TV's settings if you find the picture isn't as sharp as it should be. Otherwise, you can change your HD picture settings to find the ideal resolution output.

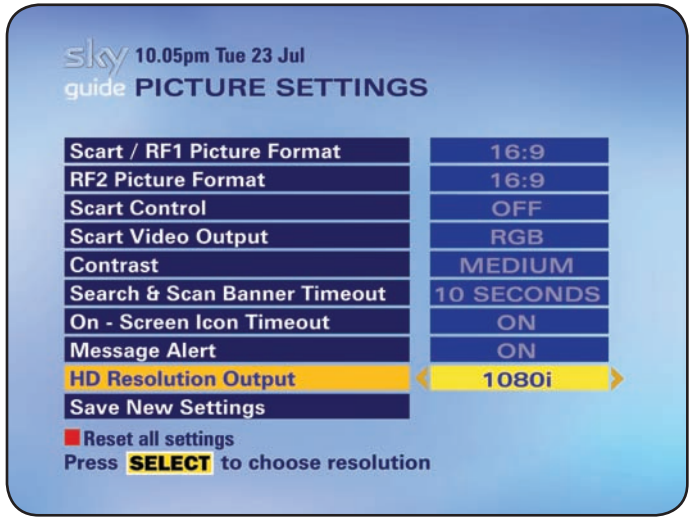
You can change the resolution setting as follows:

1 Go to *Services*, select *System Settings* then *Picture Settings*.

2 Highlight *HD Resolution Output* and use the left/right arrow to choose from *Automatic* (this is the default and recommended setting*)*, *576* (which is for programmes other than HD only), *720p* and *1080i*.

3 Follow the instructions on-screen to confirm the changes.

If your TV doesn't display anything after you confirm the changes, the new setting is incompatible with the TV. Restart your Sky+ HD box as follows to go back to the previous setting: First switch it to standby using the remote control or front-panel button then wait at least 60 seconds before disconnecting it from the mains supply. Wait another 30 seconds before reconnecting.


sky guide 10.05pm Tue 23 Jul
PICTURE SETTINGS
Scart / RF1 Picture Format 16:9
RF2 Picture Format 16:9
Scart Control OFF
Scart Video Output RGB
Contrast MEDIUM
Search & Scan Banner Timeout 10 SECONDS
On - Screen Icon Timeout ON
Message Alert ON
HD Resolution Output 1080i
Save New Settings
Reset all settings
Press SELECT to choose resolution

REMOTE CONTROL SETUP

Resetting your remote control

If you leave empty batteries in your remote control for too long, you may need to reset it to work with your TV.

If this has happened, or for any other reason the remote control doesn't work with your TV, follow these steps carefully:

1 Look up your TV's brand in the list on the right. If you can't find it here, see **Alternative Setup** (page 62).

2 Turn your TV and Sky+ HD box on and press **tv** on your remote control.

3 Hold down **select** and the **red** key together until the red light on your remote control blinks twice (this is after about two seconds).

4 Press **tv** again.

5 Key in your TV's code.
The light on your remote control blinks twice.

6 Press **standby** on your remote control.
If your TV switches off, press **select**. The light on your remote control should blink twice.
If your TV does not switch off, press **tv**, then press **standby**.
Repeat the sequence of pressing **tv** then **standby** until the TV switches off, then press **select**.
If the light blinks three times, your remote control has checked all the possible settings for the code you used. Check you have the right code and start again at step 1.

7 Turn your TV back on and press the **tv guide** key on your remote control.
The *TV Guide* menu appears, meaning the remote control settings are made properly.

Aiwa	0406	Memorex	0037
Akai	0098	Metz	0491
Akura	0042	Minoka	0921
Alba	0043	Mitsubishi	0150
Amstrad	0063	NEI	0514
Baird	0117	Nikkai	0528
Bang & Olufsen	0118	Nokia	0536
BPL	0115	Nordmende	0537
Beko	0125	Orion	0549
Beon	0899	Panasonic	0051
Brionvega	0147	Philips	0081
Bush	0157	Pioneer	0166
Crown	0225	Protech	0595
Daewoo	0092	Pye	0600
Decca	0244	Roadstar	0625
Dual	0257	Saba	0645
Ferguson	0293	Saisho	0649
Fidelity	0294	Salora	0651
Finlandia	0296	Samsung	0060
Finlux	0297	Sanyo	0159
Fisher	0154	Schneider	0665
Funai	0179	Seleco	0672
Genexxa	0330	Sharp	0093
Goldstar	0056	Siemens	0680
Goodmans	0335	Sony	0000
Granada	0340	Soundwave	0702
Grundig	0345	Tandy	0741
Harwood	0361	Tatung	0049
Hinari	0365	Technics	0250
Hitachi	0145	Telefunken	0757
ITT	0384	Thomson	0771
JVC	0053	Thorn	0772
Loewe	0442	Thorn-Ferguson	0936
Matsui	0477	Toshiba	0156

If the setup didn't work

If you followed the setup carefully but can't see the *TV Guide* menu at the end of it, follow these simple steps:

1 Check and make a note of which TV channel you use for watching Sky digital TV.

2 Press **tv** on your remote control.

3 Hold down **select** and the **green** key together until the red light on your remote control blinks twice (this is after about 2 seconds).

4 Key in the number your TV uses for watching Sky digital TV and press **select**.
The red light blinks, meaning the remote control settings are made properly.

Alternative setup

If your TV's brand isn't listed on page 61, you can try an alternative setup. This involves programming your remote control to the TV's specific model code instead of the brand code, as follows:

1 First, you need to check the code for your TV model:
Go to *Interactive* > *Sky Active* > *Customer Support* > *Set Up Your Sky Remote*.

2 Follow the relevant options until you get to the code for your model number then make a note of the code.

3 Point the remote control away from the TV and Sky+ HD box and press the **tv** key.

4 Press and hold the **select** and **red** keys together until the red light blinks twice.

5 Enter the code. If it's a 3-digit number, press **select** after the code.

6 Press **Sky** to complete the setup.

7 Now check the settings; point the remote control at the Sky+ HD box and press **tv** then number **3**.
You should now be able to see a terrestrial TV channel.

If you have tried these options and still can't use your Sky+ HD remote control with your TV, call Sky Customer Service on the number provided in the **Terms & Conditions** document you received with your Sky+ HD box.

Replacing the batteries

Your remote control runs on AA batteries (MN1500, LR6 or UM-3).

When it's time to replace them, Sky Guide gives you a warning message and a low battery symbol appears in the banner.

Take empty batteries out straight away and replace both batteries at the same time.

Please don't put old batteries in the everyday household rubbish. They should be taken to a special environmentally-friendly collection point.

Replace the batteries as follows:

1 Remove the battery cover by pushing up the catch and sliding the cover away.

2 Carefully remove the old batteries.

3 Put the new batteries in, matching the marks + and -.

4 Put the cover back on, sliding the top part in and making sure the catch clicks into place.

5 If you left your remote control without charged batteries for longer than 10 minutes, reset your remote control to work with your TV.
See **Resetting your remote control** (page 61) for details.

YOUR SKY+ HD BOX CONNECTIONS

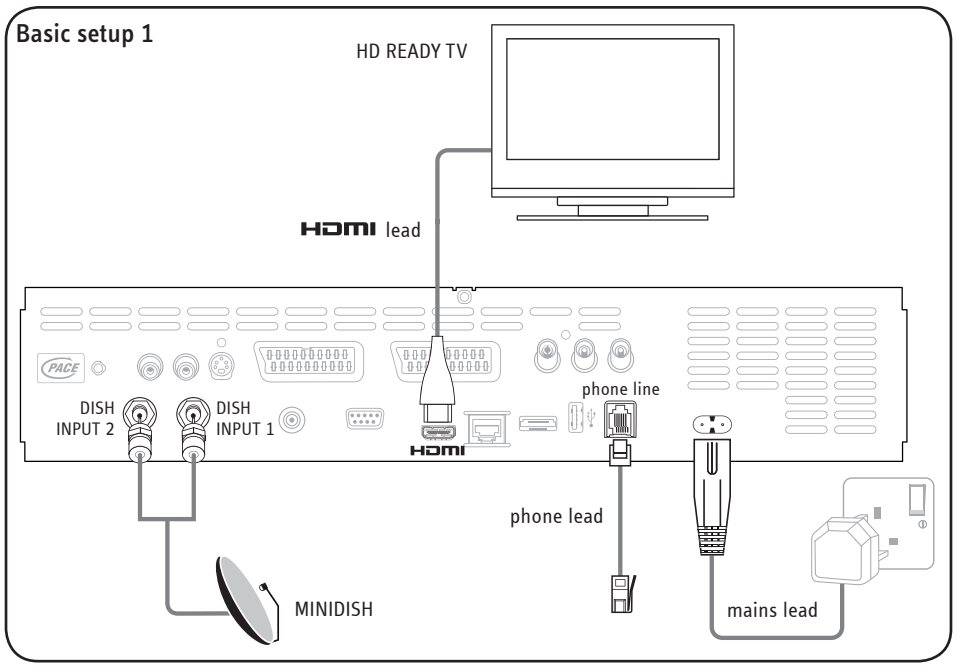
Follow these diagrams for an overview of the essential connections of your Sky+ HD box.

BASIC SETUP 1

Does your compatible HD Ready TV have an HDMI port?

Then all you need is the supplied HDMI lead.

HDMI lead



WARNING!

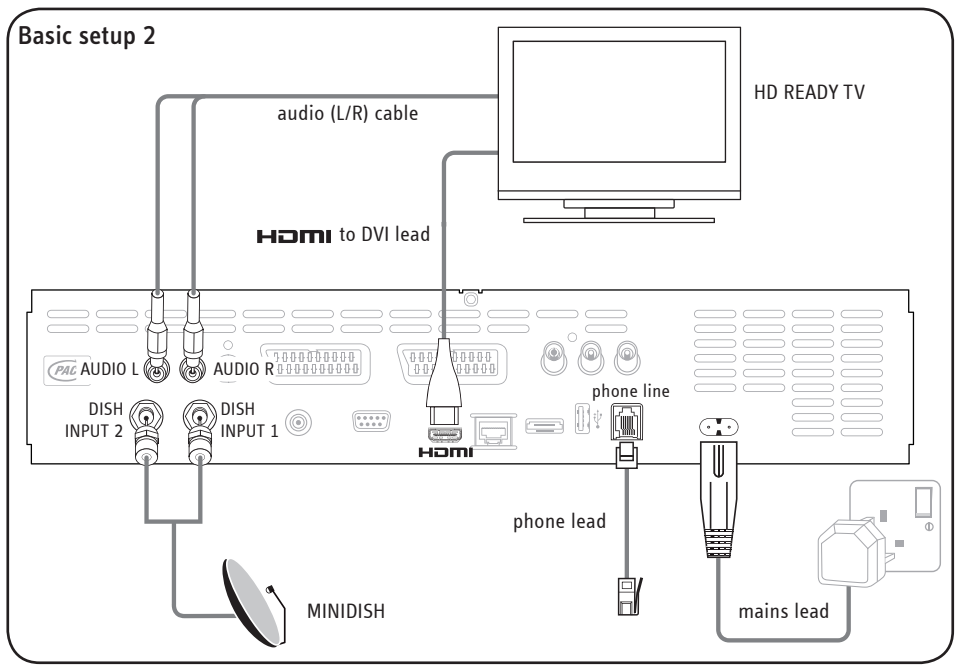
You must disconnect your Sky+ HD box from the mains supply before you connect your Sky+ HD box to (or disconnect it from) any other equipment. Use only the supplied mains lead to connect your Sky+ HD box to the mains supply. With the exceptions of the mains and the telephone line, all the interconnections between the rear panel of your Sky+ HD box and your other equipment are safe, extra-low voltage circuits. However, you should always disconnect the box from the mains and turn off your TV before connecting other devices.

BASIC SETUP 2

If your TV has a DVI port you need an audio (L/R) cable and a HDMI to DVI lead (or an adapter for the supplied HDMI lead).

audio (L/R) cable

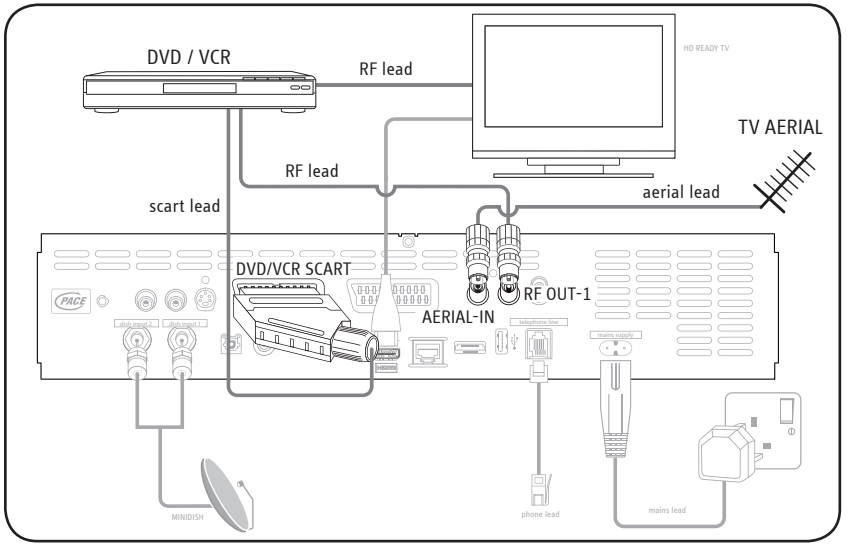
HDMI to DVI lead



Connecting other devices

To connect your box to a DVD/video recorder or a TV aerial, follow the setup shown on the right.
See also the user guides supplied with your devices.

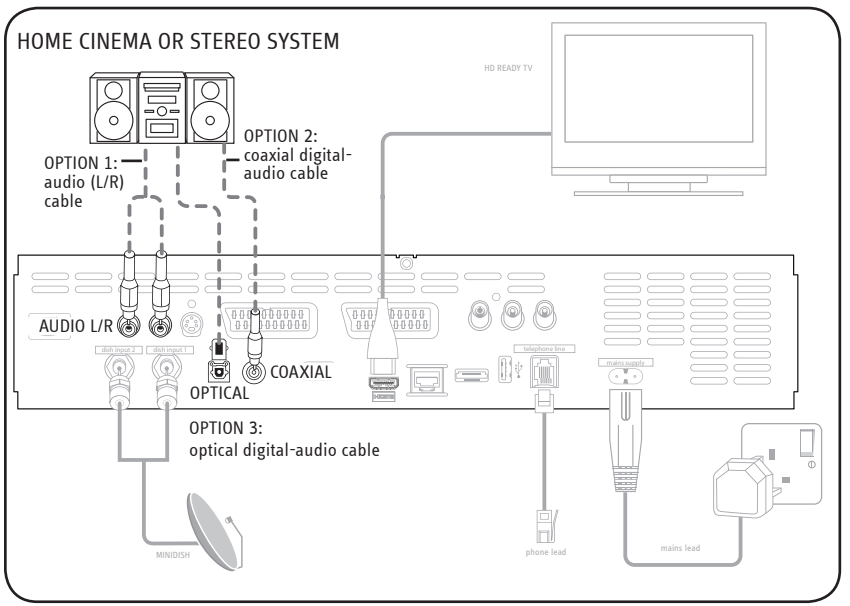
If you notice that the picture quality is affected, connect your Sky+ HD box directly to the TV instead of through the video recorder.



To connect your box to an audio system, you can use;

EITHER an audio (L/R) cable;
OR a coaxial digital-audio cable;
OR an optical digital-audio cable, as shown here.

To make the most of listening to programmes through your audio system, see **Switching on Dolby® Digital audio** (page 67). Please note that some older amplifiers may not support Dolby® Digital audio. See your audio system's user guide for more information.



Switching on Dolby® Digital audio

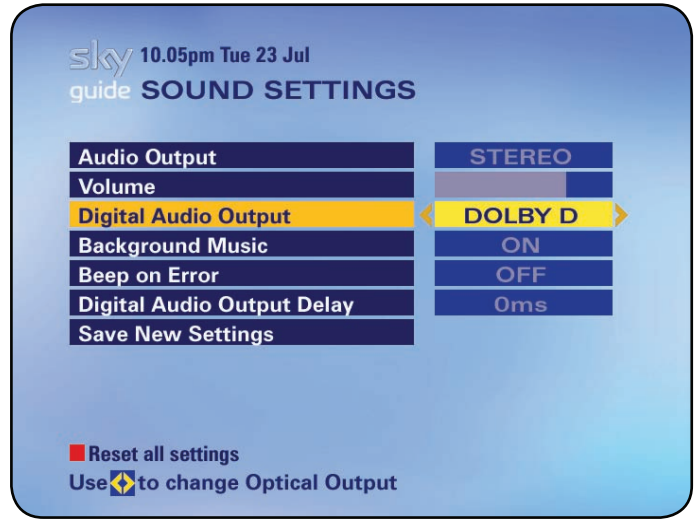
With the digital-audio outputs you can connect your Sky+ HD box to a compatible home cinema system and listen to programmes broadcast in Dolby® Digital audio. For this you need an optical/coaxial cable (not supplied) and you have to change the default settings on your Sky+ HD box, as follows:

1 Go to *Services* > *System Setup* > *Sound Settings*.

2 Highlight *Digital Audio Output* and use the arrows to change the setting to *Dolby D*.

3 Press the down arrow to highlight *Save New Settings*, then press **select**.

Please note that some older amplifiers may not support Dolby® Digital audio.



Adjusting sound synchronisation

If you've connected your Sky+ HD box to a home cinema system using either of the digital-audio outputs, you may find the audio and video are out of sync. If this happens, you can easily change the sound settings to correct the sound.

You can change the settings as follows:

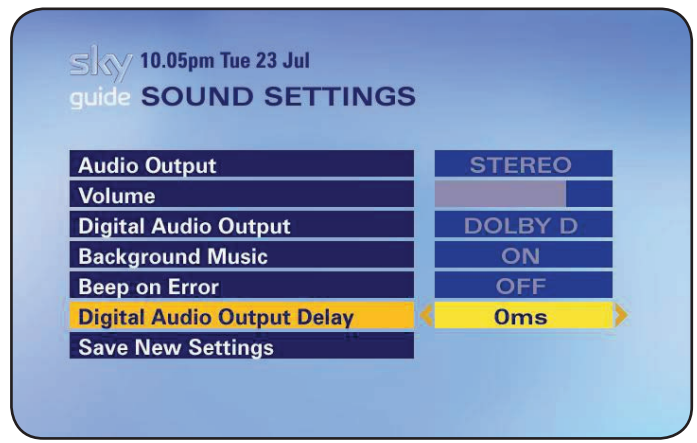
1 Go to *Services* > *System Setup* > *Sound Settings*.

2 Highlight *Digital Audio Output Delay* and press **select**.

3 In the *Digital Audio Output Delay* banner, use the left/right arrow to choose the setting you want.
In this preview mode, you can hear the results as you adjust the level.

4 Press **select** to save the setting.

To change the delay setting without a preview, highlight *Digital Audio Output Delay* and use the left/right arrow to choose the right setting. Select *Save New Settings* when you're done.



Connecting to the telephone line

The telephone lead is intended for connection to standard analogue UK telephone lines. This lead and your Sky+ HD box have been specifically designed for this purpose. Do not attempt to connect the telephone lead to anything other than a standard UK telephone line.

Changing how the front-panel indicator works

The recording indicator on the front panel of your Sky+ HD box lights up whenever you are recording or using the playback functions.

You can change the way the front-panel indicator works, as follows:

1 Press **services** on your remote control and select *Sky+ Setup* from the *Services* menu.

2 Highlight *Front Panel Indicator* and use the left/right arrow to change the setting.

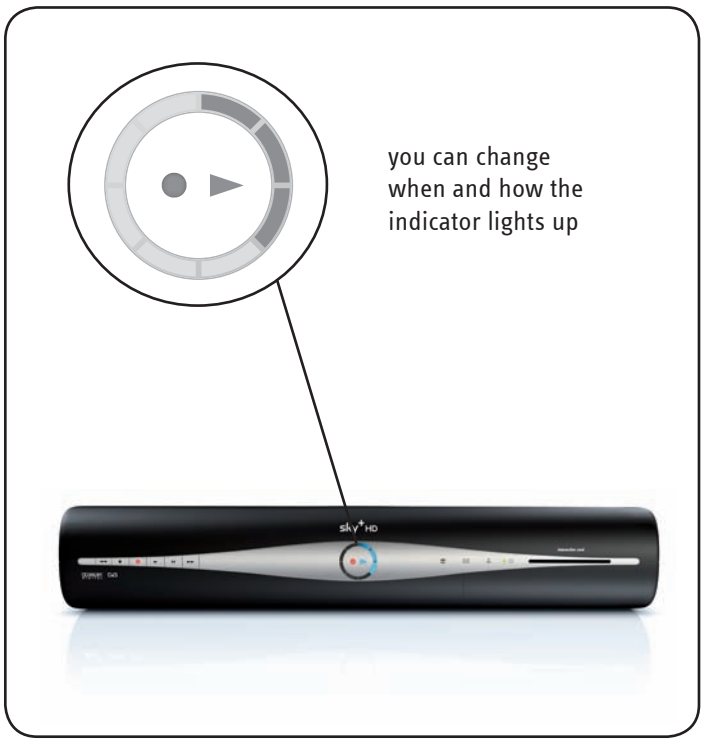
You can choose one of three settings:

Standard The recording, playback and/or circular playback indicators light up if you're recording and/or playing back programmes.

Off The circular indicator is turned off, but the recording and/or playback indicators light up if you're recording and/or playing back programmes.

Demo All indicators light up in continuous sequence.

3 Select *Save New Settings* when you're done.



GREEN STUFF

At Sky we believe the world's a great place, so we're doing what we can to keep it that way.

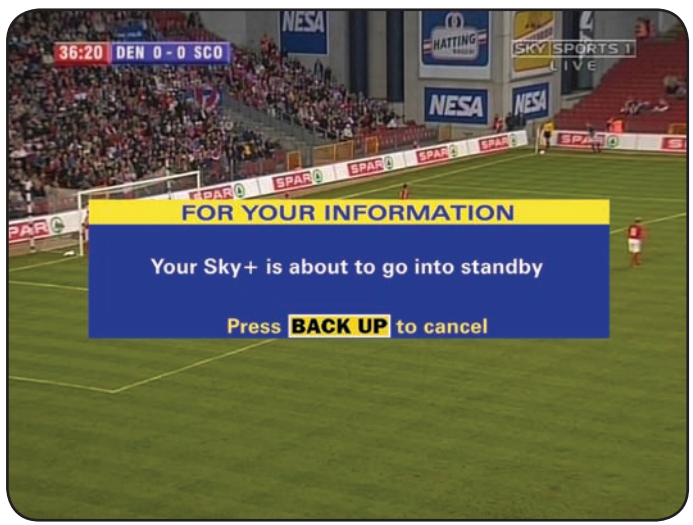
Saving energy

...with standby

Switching your HD box to standby when it's not in use can save up to 50% of the energy it uses. Remember that the box does not have to be on to make recordings so we recommend you make a habit of pressing the standby button (so the light on the box turns red) as soon as you finish watching TV.

...and Auto Standby

Your Sky+ HD box features an energy-saving mode called Auto Standby. If the box is inactive throughout any two-hour period between 11pm and 4am, it automatically goes into standby. Just before this happens, if your TV is on, you see a message on-screen. You can press **back up** to remove the message, otherwise your Sky+ HD box goes into standby.



This does not affect any recordings you have set, as the box can still perform up to two simultaneous recordings while in standby.

When you turn the box back on it will be tuned to the channel you last watched.

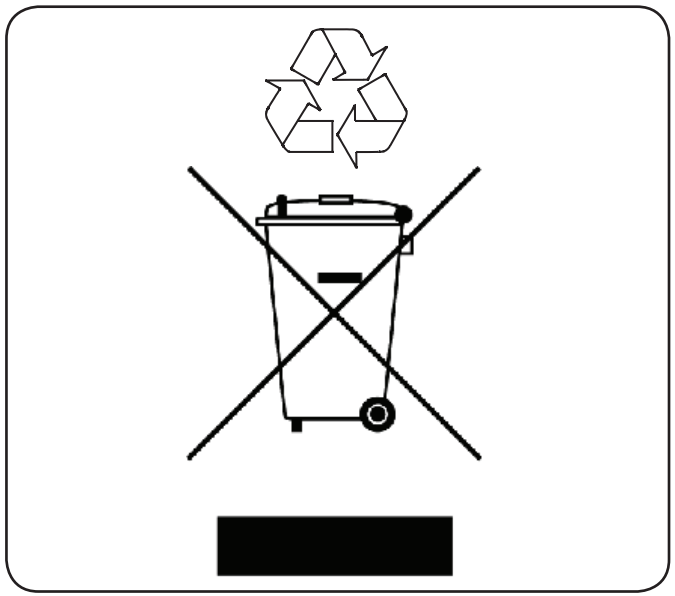
If you want to switch off Auto Standby, go to *Services*, then *Sky+ Setup*, highlight *Auto-Standby* and select *OFF*. However, please remember that this is an energy-saving feature and will help protect the environment if you keep it on.

Recycling packaging

Remember to recycle your packaging instead of throwing it out with your rubbish. At the end of its useful life, cardboard packaging can be recovered and recycled. Recycling responsibly will reduce the requirement for new raw materials and the amount of material that would otherwise end up in landfill.

Recycling electrical and electronic products

The crossed out wheelie bin symbol is used to mark products that should not be disposed of with general household waste, but collected separately for re-use or recycling. Recycling electrical or electronic waste equipment helps to conserve valuable natural resources and ensure that it is recycled in a manner that protects human health and the environment. You can take your old electrical or electronic waste equipment to your local recycling centre. Your retailer or local authority will advise you of the collection facilities available in your area for disposing of these waste products. Or you can go recycle-more.co.uk for details of locations. Alternatively, you can send your electrical or electronic waste equipment back to us for recycling, free of charge. Please place the equipment in appropriate packaging, include a note that the equipment is for recycling and address the package to: FREE POST RLUT-GCLR-LBXK, Unipart Technology Logistics, Unit G Swift Park, Old Leicester Road, Rugby, CV21 1DZ. Customers in the Republic of Ireland need to go to weeeireland.ie for locations of local recycling centres.



More information

For more information on recycling electrical and electronic equipment and to find other tips on what you can do to help the environment, visit sky.com/environment

For more information about Pace's environmental policy go to: http://www.pacemicro.com/corporate/about/index.asp and select *Policies* > *Environmental Policy* from the left-hand menu.

TROUBLESHOOTING

You can get help on using Sky digital from various places.

- Use this booklet as your full guide to using your Sky+ HD box and getting the most out of its exclusive features. The troubleshooting tips in the next pages may come in handy if you have any problems. If you have any problems with your Sky+ HD box that aren't covered in this guide or the other references, call Sky or your broadcaster.
- You can get interactive technical help under *Interactive* > *Sky Customer Service* > *Technical Assistance*.
- Press **help** on your remote control for general help on using the Sky Guide screens.
- For online help, go to the Customer Support pages of www.sky.com.
- Don't forget the user guides that come with your TV, video/DVD recorder, sound system and any other devices you're using.
- For information about HD, go to www.sky.com/hd

What's wrong?	Possible reason	What to do now
My Sky+ HD box isn't working: The box is stuck on stand-by / the screen is blue / the picture is frozen and I can't use the remote control or buttons on the box	Because of a temporary error, you may need to restart your Sky+ HD box.	Restart your Sky+ HD box as follows: 1) Make sure the box is in standby (red power light). 2) Wait one minute (important to avoid damage). 3) Turn the box off at the mains and wait one minute. 4) Turn the box back on. The power light turns red. 5) Wait 30 seconds then press the power button. 6) The box comes out of standby and the power light turns green.
Nothing is happening on-screen / my screen is blank.	A) Your Sky+ HD box may not be plugged into the mains. B) Your TV may not be able to detect the HDMI input automatically.	A) 1) Make sure the mains lead is properly plugged in and your Sky+ HD box is switched on. 2) Press **Sky** on your remote to control your Sky+ HD box. B) 1) Turn both your HD box and your TV off at the mains. 2) Make sure that your HDMI cable is connected to both your HD box and your TV. See your TV user manual to find your HDMI input. 3) If your TV has more than one HDMI socket, make a note of which HDMI socket the Sky+ HD HDMI cable is plugged into on your TV. 4) Turn both your HD box and TV back on. 5) Use your TV remote control to scroll through the AV input options until you find the HDMI input(s). 6) Select the HDMI input you previously noted. 7) Press **Sky** on your Sky+ HD remote control and the picture should appear. If you have checked the above but still can't see anything on-screen, please refer to your TV user manual to find out how to set up your HDMI input(s).

What's wrong?	Possible reason	What to do now
I've forgotten my PIN.	-	Your original PIN is provided in the **Terms & Conditions** document you received with your Sky+ HD box. If this does not work call your broadcaster to have your PIN reset.
There's on-screen interference.	Your TV or video recorder may not be correctly tuned.	Check that your TV and video recorder are correctly tuned to your Sky+ HD box. For further information, refer to your TV and video recorder user guides. In some cases your Sky+ HD box may need retuning. Call Sky Customer Service (see your **Terms & Conditions**).
Some or all of the keys on my remote control don't work with my TV.	Someone has pressed **Sky** on your remote control or you need to reset your remote control.	Press **tv** on your remote to control your TV. Refer to **Resetting your remote control** (page 61) in this guide to reset your remote.
My remote control works with my TV but not with my Sky+ HD box.	Someone has pressed **tv** on your remote control.	Press **Sky** on your remote to control your Sky+ HD box
It says *Clashed* next to a recording in my Sky+ Planner.	A third programme was set to record at the same time as two others, OR A programme's time changed after you set it to record, making it clash with other recordings.	See **When recordings clash** (page 28) to avoid this in the future. Bear in mind that for series-linked programmes, the next episode is sometimes added to the Planner only when the prior episode starts recording.
It says *Recording interrupted* in a recording's programme information.	Someone may have interrupted the recording then restarted it, OR You may not have the right subscription.	If you are sure the recording was not interrupted and then restarted, please call Sky Customer Service to check you have the correct subscription set up (see your **Terms & Conditions** for the number).
One of my recordings failed.	This could be for a number of reasons.	To see why it failed, highlight the programme in your Planner and press the ***i*** key. See also **Using your Planner** (page 24).

What's wrong?	Possible reason	What to do now
The start of a programme was not recorded.	You set up numerous back-to-back recordings. Sky prioritises the end of an existing recording over the start of a new one.	To get your Sky+ HD box to record in the most efficient way, see **Adding to the start and end of recordings** (page 33) and change the settings back to *Automatic*.
My phone line is not connected (continued opposite...)	Your phone line is not physically connected to your Sky+ HD box.	Go to *Services* > *System Set-up* > *System Test*. If you get the message *Telephone line not connected*, you need to make sure the phone lead is connected properly. If you see the message *Telephone line connected*, try solutions A - E below.
	A) Your phone number is ex-directory or you withhold your number when making calls. (see overleaf for more possible reasons).	A) Change the dialling prefix, as follows: 1) Using your Sky+ HD remote control, press **services** followed by number **4**. 2) Press the numbers **0**, **1** then **select** to show the *Installer Setup* menu. 3) Press number **3**. 4) Highlight *Dialling Prefix* and press the number sequence **1**, **4**, **7**, **0**. 5) Highlight *Save New Settings*. 6) Make sure your phone line is free then press **select**. Your box will now try to call us back, which will check the phone line connection. After getting the message *Callback in progress*, the previous menu appears. If you see any other message at this stage, please call Sky Customer Service for more advice. The number is provided in the **Terms & Conditions** document.
	Warning: please make sure you follow steps 1 - 6 precisely and do not make any other changes while in the *Installer Setup* menu as these may have an adverse effect on your service.	

What's wrong?	Possible reason	What to do now
My phone line is not connected (...continued)	B) There's more than one phone line in your home but you've connected one or more of your boxes to the line that's NOT registered to your Sky account.	B) Reconnect your Sky box(es) to the correct phone line (the one you have registered with us), then follow the 'callback' procedure below.
	C) A Sky box and card registered to your account is in another property that you own.	C) Reconnect the Sky box to the phone line at the home address that your account is registered to - and always keep it connected at that property only, then follow the 'callback' procedure below.
	D) You have an ADSL/Broadband service at home.	D) Make sure you have an ADSL/broadband filter connected to the phone socket, plug the telephone line from the box into the filter, then follow the 'callback' procedure below.
	E) You have disconnected your phone line (e.g. to carry out decorative works in your home).	E) Reconnect the phone line, then follow the 'callback' procedure below.

Warning: please make sure you follow steps 1 - 5 precisely and do not make any other changes while in the *Installer Setup* menu as these may have an adverse effect on your service.

Callback procedure:

1) On your Sky+ HD remote control, press **services** followed by number **4**.
2) Press the numbers **0**, **1**, then **select** to show the *Installer Setup* menu.
3) Press number **6**. When *FOR YOUR INFORMATION* appears, press **select**. When the next screen appears showing a number of readings (signal strength etc), press **select**. When you see the message *Channel line-up complete*, press **select**.
4) Make sure your telephone line is connected and press **select** again.
5) Your box will now try to call us back, which will check the phone line connection. After getting the message *Callback in progress*, the previous menu appears.

If you see any other message at this stage, please call Sky Customer Service for more advice. The number is provided in the **Terms & Conditions** document.

What's wrong?	Possible reason	What to do now
My remote control isn't working.	Your Sky+ HD box may be off or not plugged into the mains. The batteries in your remote control may be flat or something may be between your remote control and your Sky+ HD box.	Make sure you point your remote control directly at your HD box, and that nothing is between the two. The remote command light on your HD box and on your remote control should flash each time you press a remote control key. If neither light flashes, check the batteries in your remote control.
I can't find a channel I have watched before.	The channel may only broadcast for part of the day.	Check the *TV Guide* listings to see when the channel is available.
I can't find my HD programmes.	-	Your HD channels are listed separately. Go to *TV Guide* and select *HD Channels*. If you can't see them here, you may not have the right subscriptions or equipment. To upgrade to Sky+ HD, call us.
I can't get a clear picture on my HD channels.	You may not have the right subscriptions or equipment. The resolution output setting may be incompatible with your TV set.	You may not have the right subscriptions or equipment. To upgrade to Sky+ HD, call us. If you're sure you have the right equipment and subscriptions to receive HD channels, try following the steps under **Changing the picture settings** (page 60).
The audio and video are out of sync when the Sky+ HD box is connected to my home cinema system.	This is quite common and can be corrected by adjusting the audio delay setting on your Sky+ HD box.	Try changing the audio delay setting. See **Adjusting sound synchronisation (**page 67) for details.
I can't receive HD channels.	You may not have the right subscriptions. To receive Sky Sports HD, for example, you need to subscribe to the standard Sky Sports channel first.	Follow the instructions on-screen to upgrade your subscription.

Display messages

Read these tips if you see a message on-screen and you don't know what to do next.

Message	What does it mean?	What to do now
Insert your viewing card	There's no viewing card in the viewing card slot of your Sky+ HD box.	Insert or reinsert your viewing card in the direction of the arrows. The card holds all the information your Sky+ HD box needs to know about your subscription.
There is a problem with your viewing card	Your Sky+ HD box cannot recognise your viewing card.	Check that it's your viewing card, that it's in the right way up, and that it's not damaged.
Insert your new viewing card	You have inserted your old viewing card.	Remove your old viewing card and insert your new viewing card.
This viewing card is not authorised	-	Call the telephone number shown on your screen to get your viewing card authorised.
This is the wrong card for this Sky HD box. Insert the correct viewing card	You have more than one box and have put the wrong viewing card in this Sky+ HD box.	Insert the correct viewing card for this Sky+ HD box.
You cannot purchase this programme at the moment	Most likely because of a temporary problem, you can't buy this programme now.	You may be able to buy it later.
This programme has already started	The programme has already started and you can't buy it now.	Check the listings to find out when it's next on so you can buy it then.
Recording/Live Pause is not available	Your Sky+ subscription has expired.	Call Sky+ Customer Service to renew your subscription. The number is provided in the **Terms & Conditions** document.

Message	What does it mean?	What to do now
The Planner is full. You must delete an entry before another programme can be added	You have already used the maximum space in your Planner.	Try to delete some programmes from the Planner. Highlight the programmes you want to delete from your Planner and press the **yellow** (*Delete*) key.
There is insufficient credit [or space] left on your viewing card	There's not enough credit / space left on your viewing card account to buy this programme / store the information for this programme.	First check that the telephone lead between your Sky+ HD box and the socket is properly plugged in. If you still see the message, call the number shown on your screen so you can order this programme.
You have entered your PIN incorrectly three times. PIN is now blocked for 10 minutes	The wrong PIN has been entered three times in a row.	You will not be able to access anything that needs a PIN for 10 minutes. If you have forgotten your PIN, call your broadcaster.
No satellite signal is being received	This could be due to bad weather, such as strong winds or heavy rain. Snow on your dish can also cause a loss of signal.	If the picture isn't restored after the weather has cleared, or the conditions are fine, check that the cables from your satellite dish are correctly plugged into the back of your Sky+ HD box. Otherwise, restart your box by following the steps under **My Sky+ HD box isn't working** (page 72). If this doesn't resolve the problem, call Sky Customer Service on the number provided in your **Terms & Conditions** document.
To use the full range of interactive services please ensure that an operating telephone line is connected	Your Sky+ HD box is not connected to an operating telephone line.	Check that the telephone lead between your Sky+ HD box and the socket is properly plugged in. Follow the steps described under **My phone line is not connected** (page 74).
Upgrade your subscription to view this channel	You don't have the right subscriptions. To receive Sky Sports HD, for example, your Sky digital subscription must include Sky Sports 1 and 2.	Follow the instructions on-screen to upgrade your subscription.

Message	What does it mean?	What to do now
No signal found	Your Sky+ HD box couldn't find a signal after you asked it to find new channels.	Check the settings you entered were right.
This programme is no longer available	You selected a programme that is no longer available in your Planner.	Select another programme.
Digital text is not available during playback	Your Sky+ HD box does not record digital text.	To view digital text, press **Sky** to return to live programmes, then press **text**.
You cannot record/play back this programme	You tried to record a programme which cannot be recorded by your Sky+ HD box.	Select a different programme to play back / record. If this doesn't work, call Sky Customer Service on the number provided in your **Terms & Conditions**.
System fault	There was an unexpected error with your Sky+ HD box during system setup.	Call Sky Customer Service (see your **Terms & Conditions**).
Housekeeping. Please wait	Your Sky+ HD box is trying to resolve a system fault.	Wait for your Sky+ HD box to resolve the problem; if it is not resolved call Sky Customer Service (see your **Terms & Conditions**).
Recording interrupted by loss of signal or cancellation. Please wait	Your Sky+ HD box temporarily lost the satellite signal during recording, or recording was cancelled and restarted during the programme.	You may see this message when you're playing back a recorded programme. After a few seconds your Sky+ HD box continues playback from the point when the satellite signal returned or recording was started.
Play/Pause/Record are not available whilst in an interactive service	You tried to play, pause or record a programme while you are using an interactive service.	Press **Sky** on your remote control to leave the interactive service before using these buttons. As long as the broadcaster allows it, you can record programmes featured within an interactive service. However, you cannot record the entire interactive service itself.

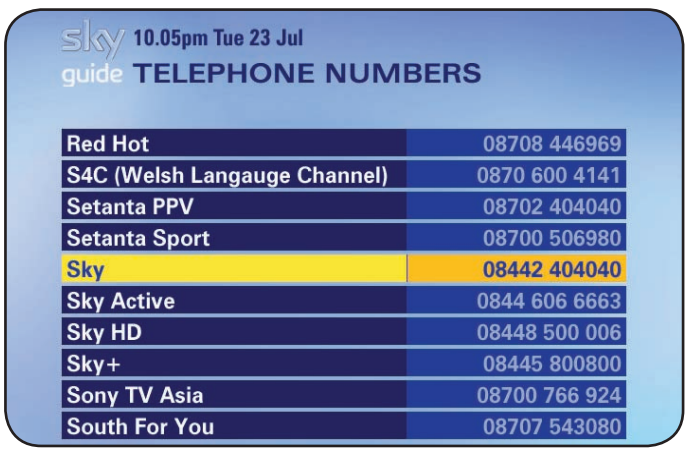
Message	What does it mean?	What to do now
The batteries in this remote control are low. Please replace within the next few days (or you see a battery symbol in the Search & Scan banner*)*	The batteries in the remote control need to be changed.	Change the batteries in your remote control as soon as possible. See **Replacing the batteries** (page 63).
Synopsis not available	You have pressed the ***i*** key while Sky+ is recording two programmes at the same time. Sky+ can't display a programme synopsis while recording two programmes at the same time.	Follow the on-screen instructions.
Channel not available	You have entered the wrong channel number. If it's an adult channel it may have been removed by parental control settings.	Select a different channel or turn off the *Remove Adult Channels* setting in the *Parental Control* screens. See **Having more control over kids' viewing** (page 49).

TELEPHONE NUMBERS

You can find Sky and other broadcasters' phone numbers under *Services* > *Telephone Numbers*.

Call Sky+ if the problem is related to the Sky+ service or Sky HD features.

Before you call, you need your system's details, found under *Services* > *System Setup* > *System Details*.


sky guide
10.05pm Tue 23 Jul
TELEPHONE NUMBERS
Red Hot 08708 446969
S4C (Welsh Langauge Channel) 0870 600 4141
Setanta PPV 08702 404040
Setanta Sport 08700 506980
Sky 08442 404040
Sky Active 0844 606 6663
Sky HD 08448 500 006
Sky+ 08445 800800
Sony TV Asia 08700 766 924
South For You 08707 543080

SPECIFICATIONS

These specifications may change without notice. Sky may not be held responsible for discrepancies.

General

Operating voltage:	230V AC; 50Hz
Power consumption:	42W (max.) / LNB switching +13/+18VDC 350mA MAX / 22kHz
Weight:	4.5kg (packed)
Dimensions (W x H x D):	399mm x 81mm x 295mm (inc. rubber feet and connectors)
UHF modulator:	CCIR PAL System I; Ch. 21 to 69 (factory setting is 68)
Operating temp. range:	+5°C to +45°C
Storage temp. range:	-20°C to +60°C
Hard disk capacity:	300GB (160GB personal storage space)

Connectors

MAINS INPUT:	IEC 320 2-pin
DISH INPUT 1:	female F-type 75Ω (950-2150 MHz)
DISH INPUT 2:	female F-type 75Ω (950-2150 MHz)
TELEPHONE LINE:	RJ11, V90
RS-232:	DB-9 female, data communications equipment (DCE) / EIA/TIA-232-E ITU-T V.28 115.2 kbit/s (max.)
AERIAL IN:	IEC 60169-2 female
RF OUT-1:	IEC 60169-2 male
RF OUT-2:	IEC 60169-2 male
DIGITAL AUDIO OUT:	OPTICAL and COAXIAL digital-audio sockets for 5.1 surround sound
AUDIO OUT (L and R):	Phono sockets (RCA)
USB 2.0 :	(for future connectivity) front and rear connectors
S-VIDEO:	4-way mini-DIN
VCR/DVD SCART:	SCART (composite video in/out; RGB in)
TV SCART:	SCART (composite video out; RGB out)
HDMI :	HDMI 1.1 type A
ETHERNET:	(for future connectivity) RJ45, IEEE802.3 10-BASE-T and 100BASE-TX
SATA:	external HDD interface, SATA 1.0a

CE

Hereby, Pace Micro Technology plc declares that this set-top box is in compliance with the essential requirements and other relevant provisions of the following Directives: 2006/95/EC (LVD Directive); 2004/108/EC (EMC Directive); 1999/5/EC (R&TTE Directive).

If you connect earthed equipment to the RS-232 port, you must use an approved screened cable.

The model number, serial number and electrical rating of this set-top box are on a label on its base.

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HD JARGON-BUSTER

DVI	Digital Video Interface. Provides high-bandwidth digital connection between a video source and a TV. Audio is carried separately.
HDMI	A High Definition Multimedia Interface is like a high definition scart cable, a high-bandwidth digital connection for both video and audio. HDMI ensures the best video signal is sent from the source (HD signal) to the display (LCD, Plasma, DLP). It does this by sending uncompressed video and multi-channel audio to the TV through one single cable.
HDCP	High bandwidth Digital Content Protection (HDCP) is a copyright protection system that is included in HD TVs and receivers. It prevents unauthorised duplication and distribution of copyrighted content.
HD READY	HD Ready is a labelling scheme being introduced by the European TV manufacturers' organisation EICTA to help you choose an HD TV. The HD Ready logo will appear on an increasing number of TVs in the shops. Sky's HD service is designed to work with TV sets that carry the HD Ready label. So look for the logo to make sure you're ready for HD.
HD TV	HD TV (high definition television) provides a higher quality display with a vertical resolution display from 720p to 1080i. These rates translate into a frame rate of up to 60 frames per second, twice that of conventional TV. HD TV pixel numbers range from one to two million, compared to SD TV's range of 300,000 to one million. As for audio, HD TV receives, reproduces, and outputs Dolby® Digital 5.1 audio. This HD TV designation means that the set has an internal ATSC tuner/decoder, as well as meeting HD TV widescreen specifications. HD TV sets display in 1080i/720p.
INTERLACED SCANNING	With interlaced scanning, a display shows all the odd lines at one scan of the screen and then all the even lines in a second scan of the screen.
PIXEL	Pixel is the abbreviation for "picture element". Pixels are the smallest bits of data in a video image. The more pixels there are in an image, the greater the resolution.
PROGRESSIVE SCANNING	Progressive scanning is based on the principle that all the horizontal scan lines are 'painted' on the screen in one pass. 720 or 1080 horizontal lines are scanned progressively or in succession in a vertical frame. This is repeated 50 times a second. Some displays, for example LCD and plasmas scan progressively, whilst CRTs in TV sets usually scan using interlaced lines.
720p	720p means the vertical resolution of the TV picture is 720 lines. 'p' refers to progressive scanning.
1080i	1080i means the vertical resolution of the picture is 1080 lines. 'i' refers to interlaced scanning.

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